

Before Starting the CoC Application

The CoC Consolidated Application is made up of two parts: the CoC Application and the CoC Priority Listing, with all of the CoC's project applications either approved and ranked, or rejected. The Collaborative Applicant is responsible for submitting both the CoC Application and the CoC Priority Listing in order for the CoC Consolidated Application to be considered complete.

The Collaborative Applicant is responsible for:

1. Reviewing the FY 2017 CoC Program Competition NOFA in its entirety for specific application and program requirements.
 2. Ensuring all questions are answered completely.
 3. Reviewing the FY 2017 CoC Consolidated Application Detailed Instructions, which gives additional information for each question.
 4. Ensuring all imported responses in the application are fully reviewed and updated as needed.
 5. The Collaborative Applicant must review and utilize responses provided by project applicants in their Project Applications.
 6. Some questions require the Collaborative Applicant to attach documentation to receive credit for the question. This will be identified in the question.
- Note: For some questions, HUD has provided documents to assist Collaborative Applicants in filling out responses. These are noted in the application.
 - All questions marked with an asterisk (*) are mandatory and must be completed in order to submit the CoC Application.

For CoC Application Detailed Instructions [click here](#).

1A. Continuum of Care (CoC) Identification

Instructions:

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1A-1. CoC Name and Number: NH-500 - New Hampshire Balance of State CoC

1A-2. Collaborative Applicant Name: State of New Hampshire

1A-3. CoC Designation: CA

1A-4. HMIS Lead: State of New Hampshire

1B. Continuum of Care (CoC) Engagement

Instructions:

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1B-1. From the list below, select those organization(s) and/or person(s) that participate in CoC meetings. Using the drop-down boxes, indicate if the organization(s) and/or person(s): (1) participate in CoC meetings; and (2) vote, including selection of CoC Board members. Responses should be for the period from 5/1/16 to 4/30/17.

Organization/Person Categories	Participates in CoC Meetings	Votes, including electing CoC Board Members
Local Government Staff/Officials	Yes	Yes
CDBG/HOME/ESG Entitlement Jurisdiction	Yes	Yes
Law Enforcement	No	No
Local Jail(s)	Yes	No
Hospital(s)	Yes	No
EMT/Crisis Response Team(s)	Yes	No
Mental Health Service Organizations	Yes	Yes
Substance Abuse Service Organizations	Yes	Yes
Affordable Housing Developer(s)	Yes	Yes
Disability Service Organizations	Yes	Yes
Disability Advocates	Yes	Yes
Public Housing Authorities	Yes	Yes
CoC Funded Youth Homeless Organizations	Not Applicable	No
Non-CoC Funded Youth Homeless Organizations	Yes	Yes
Youth Advocates	Yes	Yes
School Administrators/Homeless Liaisons	Yes	Yes
CoC Funded Victim Service Providers	Not Applicable	No
Non-CoC Funded Victim Service Providers	Yes	Yes
Domestic Violence Advocates	Yes	Yes
Street Outreach Team(s)	Yes	Yes
Lesbian, Gay, Bisexual, Transgender (LGBT) Advocates	Yes	Yes
LGBT Service Organizations	Yes	Yes
Agencies that serve survivors of human trafficking	Yes	Yes
Other homeless subpopulation advocates	Yes	Yes
Homeless or Formerly Homeless Persons	Yes	Yes
Other:(limit 50 characters)		

Applicant must select Yes, No or Not Applicable for all of the listed organization/person categories in 1B-1.

**1B-1a. Describe the specific strategy(s) the CoC uses to solicit and consider opinions from organizations and/or persons that have an interest in preventing or ending homelessness.
(limit 1000 characters)**

CoC has a broad & inclusive structure engaging all organizations working to end homelessness in NH. CoC membership includes State agencies and reps from Local Service Delivery Areas(LSDA). LSDA is a regional coalition of homeless, DV, health care, mental health, and Veteran orgs, law enforcement and others working to end homelessness. CoC members attend monthly LSDA mtgs, and are reps at bi-monthly CoC mtgs to give regional & statewide views& strategies to facilitate policy improvement discussion & identify promising practices. LSDAs reps report at CoC mtg gives local perspective to inform system improvement. LSDA/CoC members vote on CoC policy actions and decisions. CoC co-chair shares info and gets feedback from statewide initiatives including Governor's Interagency Council on Homelessness, DHHS service delivery policy meetings, Integrated Delivery Networks(collaboration of MH, medical, and service providers), and Housing and Community Development Planning Council to inform decisions.

**1B-2. Describe the CoC's open invitation process for soliciting new members, including any special outreach.
(limit 1000 characters)**

CoC Governance Charter dictates new member solicitation happen annually. This happens 2X annually by email. In 2017 this included Facebook & website posts. As Collaborative App. BHHS is responsible for this. BHHS outreached a variety of agencies to increase membership including Child Advocacy Centers, non-state funded shelters, McKinney Vento homeless liaisons, Comm Devel. Finance Auth, PHAs, & others. 7/24/17 BHHS Admin spoke on NH AM radio show encouraging agencies interested in funding opportunities or CoC membership to come to the mtg on 8/1/17. BHHS staff, through monitoring, meets w/providers in the communities & encourage participation in COC mtgs and subcommittees. During site visits, BHHS meets w/homeless clients to encourage participation. Local groups have homeless/formerly homeless members that are encouraged to participate in COC efforts. Their feedback informs system improvements. CoC Exec Comm has a formerly homeless person as a member per the Governance Charter.

1B-3. Describe how the CoC notified the public that it will accept and consider proposals from organizations that have not previously received CoC Program funding in the FY 2017 CoC Program Competition, even if the CoC is not applying for new projects in FY 2017. The response must

**include the date(s) the CoC made publicly knowing they were open to proposals.
(limit 1000 characters)**

BOSCOC publicly announces funding opportunities thru website, Facebook, & email. Posted CoC Rank & Review, & Reallocation policies & scoring tools approved 8/1/17 describing new & renewal project priorities, criteria, scoring team selection including conflict of interest rules, and appeals process. 7/21/17 & 8/2/17, CoC chair notified COC & networks by email, website & FB that agencies, including non-CoC funded, to contact CoC for app materials, submission instructions & mtg dates. Policies & app materials distributed via notification process above & requested to be sent local network. COC does not restrict the type of agency eligible to apply for funding & CoC Program-funding history is not required. CoC's unbiased scoring team reviews new projects & the score & rank determines the new projects included in CoC submission. Renewal projects are scored based on performance measures & score determines the rank. Appeals after project notifications & then project list is final and published.

1C. Continuum of Care (CoC) Coordination

Instructions:

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1C-1. Using the chart below, identify the Federal, State, Local, Private and Other organizations that serve homeless individuals, families, unaccompanied youth, persons who are fleeing domestic violence, or those at risk of homelessness that are included in the CoCs coordination; planning and operation of projects. Only select "Not Applicable" if the funding source(s) do not exist in the CoC's geographic area.

Entities or Organizations the CoC coordinates planning and operation of projects	Coordinates with Planning and Operation of Projects
Housing Opportunities for Persons with AIDS (HOPWA)	Yes
Temporary Assistance for Needy Families (TANF)	Yes
Runaway and Homeless Youth (RHY)	Yes
Head Start Program	Yes
Housing and service programs funded through Department of Justice (DOJ) resources	Yes
Housing and service programs funded through Health and Human Services (HHS) resources	Yes
Housing and service programs funded through other Federal resources	Yes
Housing and service programs funded through state government resources	Yes
Housing and service programs funded through local government resources	Yes
Housing and service programs funded through private entities, including foundations	Yes
Other:(limit 50 characters)	

1C-2. Describe how the CoC actively consults with Emergency Solutions Grant (ESG) recipient's in the planning and allocation of ESG funds. Include in the response: (1) the interactions that occur between the CoC and the ESG Recipients in the planning and allocation of funds; (2) the CoCs participation in the local Consolidated Plan jurisdiction(s) process by providing Point-in-Time (PIT) and Housing Inventory Count (HIC) data to the Consolidated Plan jurisdictions; and (3) how the CoC ensures local homelessness information is clearly communicated and addressed in Consolidated Plan updates. (limit 1000 characters)

BHHS is the statewide & only ESG recipient in the CoC. BHHS Admin is ESG Admin & CoC co-chair, ensuring seamless coord of ESG & CoC Programs. 2 COC mtgs requested comment on ESG design, & consultation w/COC on

performance standards for eval of ESG projects. CoC overlaps 4 Con Planning Jurisdictions, all covered by 1 Con Plan. State of NH oversees CDBG, HOME & ESG, & cities of Dover, Portsmouth, and Rochester, administer CDBG. Current 5 yr Con Plan included 6 listening sessions, & solicitation of feedback through newspaper, email, & CoC mtgs. All jurisdictions attend quarterly Housing Council & Development Planning Committee (HCDPC) mtgs, where BHHS Admin presented 2017 PIT & HIC data on 6/19/17, & highlighted increases in total homeless, unsheltered chronically homeless, & households w/children, illustrating lack of affordable housing & its impact on homeless #s. Quarterly Con plan update calls address increasing homeless #s in relation to drastically slower growth in available beds.

**1C-3. CoCs must demonstrate the local efforts to address the unique needs of persons, and their families, fleeing domestic violence that includes access to housing and services that prioritizes safety and confidentiality of program participants.
(limit 1000 characters)**

State funds support 12 DV shelters w/\$550,000 annual funding to NH Coalition Against Domestic & Sexual Violence(NHCADSV). Each COC region has a DV crisis center & shelter, & access to NH211 who are trained in assessing for DV danger/risk & how to triage survivors to resources of their choice including specialized DV services, DHHS resources, DOJ resources, & homeless services. Survivors can access CoC funded projects, ESG RRH & prev, shelter, security deposit & 1st month rent. NHCADSV receives DOJ & VAWA funding to support FVPS to work directly w/victims to identify services to best meet their needs. NHCADSV director attends CoC mtgs& educates CoC on best practices working w/survivors, & VAWA. To ensure safety & confidentiality DV providers don't enter data in HMIS instead providing aggregate data reports. Non-DV providers work directly w/DV providers & survivors to ensure safe & confidential transfer of services by facilitating phone intake for survivors, & destroying physical records.

**1C-3a. CoCs must describe the following: (1) how regular training is provided to CoC providers and operators of coordinated entry processes that addresses best practices in serving survivors of domestic violence; (2) how the CoC uses statistics and other available data about domestic violence, including aggregate data from comparable databases, as appropriate, to assess the scope of community needs related to domestic violence and homelessness; and (3) the CoC safety and planning protocols and how they are included in the coordinated assessment.
(limit 1,000 characters)**

CoC partnered w/NH Coalition Against Domestic & Sexual Violence (NHCADSV) to provide 2/annuals training on supporting DV survivors, power & control, how to determine DV vs homeless shelter, & services DV programs provide to survivors in homeless shelters. CoC partners w/NH Legal Assistance for annual training on compliance w/Violence Against Women Act. All CoC & state funded providers have revised policies to be VAWA compliant. DV providers do not use HMIS, but a comparable database & provide data in aggregate for inclusion in the NH Annual Report, which provides data to advocates & the legislature. NHCADSV assesses DV data in order to prioritize

how much state funding is allocated to each regional DV crisis center/shelter. During CE intake, people are asked if they experienced DV or are actively fleeing, then assessed for immediacy of threat, & referred to local DV providers if they choose. COC facilitates phone intake & transportation for survivors, then destroys physical records.

1C-4. Using the chart provided, for each of the Public Housing Agency's (PHA) in the CoC's geographic area: (1) identify the percentage of new admissions to the Public Housing or Housing Choice Voucher (HCV) Programs in the PHA's that were homeless at the time of admission; and (2) indicate whether the PHA has a homeless admission preference in its Public Housing and/or HCV program.

Attachment Required: If the CoC selected, "Yes-Public Housing", "Yes-HCV" or "Yes-Both", attach an excerpt from the PHA(s) written policies or a letter from the PHA(s) that addresses homeless preference.

Public Housing Agency Name	% New Admissions into Public Housing and Housing Choice Voucher Program during FY 2016 who were homeless at entry	PHA has General or Limited Homeless Preference
New Hampshire Housing Finance Agency	17.00%	No
Portsmouth Housing Authority	4.00%	No
Berlin Housing Authority	22.00%	No
Keene Housing	8.00%	No
Concord Housing Authority	1.00%	No

1C-4a. For each PHA where there is not a homeless admission preference in their written policies, identify the steps the CoC has taken to encourage the PHA to adopt such a policy. (limit 1000 characters)

BHHS Admin is designated by the CoC as lead for PHA outreach. Ongoing outreach to all PHAs w/in BOSCOG happens through the BHHS Admin's role as chair of the Ending Homelessness for People Living in Encampments subcommittee of the Governor's Interagency Council to End Homelessness (ICH). BHHS Admin has attended PHA executive director meetings to provide education on COC programs, existing partnerships, and what a homeless preference means. Directors of the 5 largest PHAs were in attendance at the meetings. PHA directors attended ICH subcommittee meetings to discuss partnerships with homeless service providers. PHA directors participate in Housing Council & Development Planning Committee (HCDPC), where BHHS Admin encourages homeless preferences on a quarterly basis. BHHS Admin has reached out individually to PHA directors to address resistance to a preference. BHHS Admin has also spoken with HUD rep from Boston requesting a HUD facilitated meeting between COC Program providers and PHAs.

1C-5. Describe the actions the CoC has taken to: (1) address the needs of

Lesbian, Gay, Bisexual, Transgender (LGBT) individuals and their families experiencing homelessness, (2) conduct regular CoC-wide training with providers on how to effectively implement the Equal Access to Housing in HUD Programs Regardless of Sexual Orientation or Gender Identity, including Gender Identify Equal Access to Housing, Fina Rule; and (3) implementation of an anti-discrimination policy.
(limit 1000 characters)

CoC trainings educated projects on how to meet needs of LGBT community. Projects accept stated gender of person, offer accommodations that honor identity, & help connect w/different providers if unable to meet their needs. 5/5/16 COC held 1st training about LGBT individuals & families, run by ED of the MA Trans Political Coalition. 2nd session held Nov 2016. 9/29/16, BHHS held the homeless conference, open to all COC members where 2 sessions addressed youth, with emphasis on the LGBT community, led by the ED of the Coalition for Homeless Youth. BHHS conference on 9/28/17, keynote is Creating Safe & Affirming Environments for LGBTQ Young People. COC training will be 2X/year, w/community partnerships for training as opportunities arise. 8/24/16 the COC agreed on the Written Standards, including language that all COC providers must comply w/nondiscrimination provisions of all Federal civil rights laws. BHHS incorporated same requirement into Homeless Shelter Admin Rules effective 11/1/16.

1C-6. Criminalization: Select the specific strategies implemented by the CoC to prevent the criminalization of homelessness in the CoC's geographic area. Select all that apply.

Engaged/educated local policymakers:	<input checked="" type="checkbox"/>
Engaged/educated law enforcement:	<input checked="" type="checkbox"/>
Engaged/educated local business leaders	<input checked="" type="checkbox"/>
Implemented communitywide plans:	<input checked="" type="checkbox"/>
No strategies have been implemented	<input type="checkbox"/>
Other:(limit 50 characters)	
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

When "No Strategies have been implemented" is selected no other checkbox may be selected.

1D. Continuum of Care (CoC) Discharge Planning

Instructions:

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1D-1. Discharge Planning-State and Local: Select from the list provided, the systems of care the CoC coordinates with and assists in state and local discharge planning efforts to ensure those who are discharged from that system of care are not released directly to the streets, emergency shelters, or other homeless assistance programs. Check all that apply.

Foster Care:	<input checked="" type="checkbox"/>
Health Care:	<input type="checkbox"/>
Mental Health Care:	<input checked="" type="checkbox"/>
Correctional Facilities:	<input checked="" type="checkbox"/>
None:	<input type="checkbox"/>

1D-1a. If the applicant did not check all the boxes in 1D-1, provide: (1) an explanation of the reason(s) the CoC does not have a discharge policy in place for the system of care; and (2) provide the actions the CoC is taking or plans to take to coordinate with or assist the State and local discharge planning efforts to ensure persons are not discharged to the street, emergency shelters, or other homeless assistance programs. (limit 1000 characters)

COC does not have a formal discharge plan w/the NH health care system. Barriers include policy differences between public & private hospitals, & unwillingness of private hospitals to commit to a formal plan. CoC Chair, who is leader of State homeless and housing services joined the NH Integrated Delivery Network team(IDN). IDNs are regional groups, including hospital administrators responsible for integrating physical health care, mental health care including substance use, & social determinants of health in efforts to improve care and contain long-term healthcare cost growth. BHHS presented to IDN executive leads about benefits of including a housing specialist to prevent homeless discharges in the IDN, and IDN leads presented to COC to educate the housing community about the efforts. Discharge planning is occurring in practice locally, w/formal discharge plans in process of being approved by IDN regional plan submission, including a dedicated housing specialist to work in each region.

1D-2. Discharge Planning: Select the system(s) of care within the CoC's geographic area the CoC actively coordinates with to ensure persons who have resided in any of the institutions listed below longer than 90 days are not discharged directly to the streets, emergency shelters, or other homeless assistance programs. Check all that apply.

Foster Care:	<input checked="" type="checkbox"/>
Health Care:	<input checked="" type="checkbox"/>
Mental Health Care:	<input checked="" type="checkbox"/>
Correctional Facilities:	<input checked="" type="checkbox"/>
None:	<input type="checkbox"/>

1E. Continuum of Care (CoC) Project Review, Ranking, and Selection

Instructions

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1E-1. Using the drop-down menu, select the appropriate response(s) that demonstrate the process the CoC used to rank and select project applications in the FY 2017 CoC Program Competition which included (1) the use of objective criteria; (2) at least one factor related to achieving positive housing outcomes; and (3) included a specific method for evaluating projects submitted by victim service providers.

Attachment Required: Public posting of documentation that supports the process the CoC used to rank and select project application.

Used Objective Criteria for Review, Rating, Ranking and Section	Yes
Included at least one factor related to achieving positive housing outcomes	Yes
Included a specific method for evaluating projects submitted by victim service providers	Yes

1E-2. Severity of Needs and Vulnerabilities

**CoCs must provide the extent the CoC considered the severity of needs and vulnerabilities experienced by program participants in their project ranking and selection process. Describe: (1) the specific vulnerabilities the CoC considered; and (2) how the CoC takes these vulnerabilities into account during the ranking and selection process. (See the CoC Application Detailed Instructions for examples of severity of needs and vulnerabilities.)
(limit 1000 characters)**

The N H BOS CoC scoring tool and rank and review process, gives point preference to projects serving a high percentage of chronically homeless(CH) people, and for high percentage of turnover beds to be prioritized for CH, youth or veterans. Application submission included program policies, and points were given for Housing First practices serving people with the following stability barriers: little or no income, active or past substance use, or having a criminal record. Points were given if the projects had policies to ensure that participants were not terminated for: failure to participate in services, failure to make progress on a service plan, loss of income or failure to improve income, being a victim of domestic violence, or any other activity not covered in a typical lease agreement in the region. Projects serving high need, vulnerable populations are likely ranked above those that serve people with fewer barriers because rank is determined by project score.

1E-3. Using the following checklist, select: (1) how the CoC made publicly available to potential project applicants an objective ranking and selection process that was used for all project (new and renewal) at least 2 days before the application submission deadline; and (2) all parts of the CoC Consolidated Application, the CoC Application attachments, Priority Listing that includes the reallocation forms and Project Listings that show all project applications submitted to the CoC were either accepted and ranked, or rejected and were made publicly available to project applicants, community members and key stakeholders.

Attachment Required: Documentation demonstrating the objective ranking and selections process and the final version of the completed CoC Consolidated Application, including the CoC Application with attachments, Priority Listing with reallocation forms and all project applications that were accepted and ranked, or rejected (new and renewal) was made publicly available. Attachments must clearly show the date the documents were publicly posted.

Public Posting	
CoC or other Website	<input checked="" type="checkbox"/>
Email	<input checked="" type="checkbox"/>
Mail	<input type="checkbox"/>
Advertising in Local Newspaper(s)	<input type="checkbox"/>
Advertising on Radio or Television	<input type="checkbox"/>
Social Media (Twitter, Facebook, etc.)	<input checked="" type="checkbox"/>

1E-4. Reallocation: Applicants must demonstrate the ability to reallocate lower performing projects to create new, higher performing projects. CoC's may choose from one of the following two options below to answer this question. You do not need to provide an answer for both.

Option 1: The CoC actively encourages new and existing providers to apply for new projects through reallocation.

Attachment Required - Option 1: Documentation that shows the CoC actively encouraged new and existing providers to apply for new projects through reallocation.

Option 2: The CoC has cumulatively reallocated at least 20 percent of the CoC's ARD between FY 2013 and FY 2017 CoC Program Competitions.

No Attachment Required - HUD will calculate the cumulative amount based on the CoCs reallocation forms submitted with each fiscal years Priority Listing.

Reallocation: Option 1

Attachment Required - provide documentation that shows the CoC actively encouraged new and existing providers to apply for new projects through reallocation.

1E-5. If the CoC rejected or reduced project application(s), enter the date the CoC and Collaborative Applicant notified project applicants their project application(s) were being rejected or reduced in writing outside of e-snaps. 08/31/2017

Attachment Required: Copies of the written notification to project applicant(s) that their project application(s) were rejected. Where a project application is being rejected or reduced, the CoC must indicate the reason(s) for the rejection or reduction.

1E-5a. Provide the date the CoC notified applicant(s) their application(s) were accepted and ranked on the Priority Listing, in writing, outside of e-snaps. 08/31/2017

Attachment Required: Copies of the written notification to project applicant(s) their project application(s) were accepted and ranked on the Priority listing.

Reallocation Supporting Documentation

Attachment Required - provide documentation that shows the CoC actively encouraged new and existing providers to apply for new projects through reallocation.

Document Type	Required?	Document Description	Date Attached
Reallocation Supporting Documentation	No	NH-500 Reallocati...	09/22/2017

Attachment Details

Document Description: NH-500 Reallocation Supporting Documentation

2A. Homeless Management Information System (HMIS) Implementation

Intructions:

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2A-1. Does the CoC have in place a Governance Charter or other written documentation (e.g., MOU/MOA) that outlines the roles and responsibilities of the CoC and HMIS Lead? Yes

Attachment Required: If "Yes" is selected, a copy of the sections of the Governance Charter, or MOU/MOA addressing the roles and responsibilities of the CoC and HMIS Lead.

2A-1a. Provide the page number(s) where the roles and responsibilities of the CoC and HMIS Lead can be found in the attached document(s) referenced in 2A-1. In addition, indicate if the page number applies to the Governance Charter or MOU/MOA. 4, 6-9; and 14-20

2A-2. Does the CoC have a HMIS Policies and Procedures Manual? Attachment Required: If the response was "Yes", attach a copy of the HMIS Policies and Procedures Manual. Yes

2A-3. What is the name of the HMIS software vendor? Mediware Information Systems

2A-4. Using the drop-down boxes, select the HMIS implementation Coverage area. Statewide HMIS (multiple CoC)

2A-5. Per the 2017 HIC use the following chart to indicate the number of beds in the 2017 HIC and in HMIS for each project type within the CoC. If a particular project type does not exist in the CoC then enter "0" for all cells

in that project type.

Project Type	Total Beds in 2017 HIC	Total Beds in HIC Dedicated for DV	Total Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter (ESG) beds	505	123	360	94.24%
Safe Haven (SH) beds	0	0	0	
Transitional Housing (TH) beds	184	0	145	78.80%
Rapid Re-Housing (RRH) beds	138	0	138	100.00%
Permanent Supportive Housing (PSH) beds	497	0	315	63.38%
Other Permanent Housing (OPH) beds	0	0	0	

**2A-5a. To receive partial credit, if the bed coverage rate is below 85 percent for any of the project types, the CoC must provide clear steps on how it intends to increase this percentage for each project type over the next 12 months.
(limit 1000 characters)**

Over the next 12 months the BosCoC will review the 7 non-participating projects, TH(4) PSH(3), outreach agency leadership to ask for participation, offer free HMIS license and training and explain basic HMIS project participation and CoC planning process. The BoSCoC will receive quarterly updates of efforts and progress made. BHHS, HMIS lead, and CoC Board will lead outreach with phone, e-mail and in-person contact. BHHS and HMIS Lead will identify project barriers, real and perceived, to assist with any solutions to gain participation. Three VASH providers are the only PSH projects not participating in HMIS. The BoSCoC is working with HUD TA to assist in strengthening the VA/CoC partnership to get HMIS VASH data. CoC will ask the managing Housing Authority (HA) of VASH if they would enter the data. Outreach will be led by BHHS, HMIS Lead, so VASH and HA understand the minimum requirements for VASH to help the CoC strengthen their HMIS data.

**2A-6. Annual Housing Assessment Report 7
(AHAR) Submission: How many Annual Housing Assessment Report (AHAR) tables were accepted and used in the 2016 AHAR?**

**2A-7. Enter the date the CoC submitted the 2017 Housing Inventory Count (HIC) data into the Homelessness Data Exchange (HDX).
(mm/dd/yyyy)** 04/28/2017

2B. Continuum of Care (CoC) Point-in-Time Count

Instructions:

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2B-1. Indicate the date of the CoC's 2017 PIT count (mm/dd/yyyy). If the PIT count was conducted outside the last 10 days of January 2017, HUD will verify the CoC received a HUD-approved exception. 01/25/2017

2B-2. Enter the date the CoC submitted the PIT count data in HDX. (mm/dd/yyyy) 04/28/2017

2C. Continuum of Care (CoC) Point-in-Time (PIT) Count: Methodologies

Instructions:

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2C-1. Describe any change in the CoC's sheltered PIT count implementation, including methodology and data quality changes from 2016 to 2017. Specifically, how those changes impacted the CoCs sheltered PIT count results. (limit 1000 characters)

BosCoc did not change the Sheltered PIT methodology and continued to provide a complete count of sheltered individuals and households with children. BoSCoC increased internal and external training and data quality checks to ensure standard methodology and accurate data. Preparation included internal training for staff who distributed and compiled the sheltered PIT forms and methodology with the use of HUD webinars, additional data cleaning procedures and a "Youth Survey". The increased external training included the distribution of thorough instructions and posters to COC community members and detailed follow up with providers to address any outstanding questions. The BoSCoC had several project level changes that increased the sheltered pit count that included the addition of 41 ES and TH beds and the outreach to a new seasonal shelter.

2C-2. Did your CoC change its provider Yes coverage in the 2017 sheltered count?

2C-2a. If "Yes" was selected in 2C-2, enter the change in provider coverage in the 2017 sheltered PIT count, including the number of beds added or removed due to the change.

Beds Added:	146
Beds Removed:	105
Total:	41

2C-3. Did your CoC add or remove emergency No shelter, transitional housing, or Safe-Haven inventory because of funding specific to a Presidentially declared disaster resulting in a change to the CoC's 2017 sheltered PIT count?

2C-3a. If "Yes" was selected in 2C-3, enter the number of beds that were added or removed in 2017 because of a Presidentially declared disaster.

Beds Added:	0
Beds Removed:	0
Total:	0

2C-4. Did the CoC change its unsheltered PIT count implementation, including methodology and data quality changes from 2016 to 2017? Yes
CoCs that did not conduct an unsheltered count in 2016 or did not report unsheltered PIT count data to HUD in 2016 should compare their efforts in 2017 to their efforts in 2015.

2C-4a. Describe any change in the CoC's unsheltered PIT count implementation, including methodology and data quality changes from 2016 to 2017. Specify how those changes impacted the CoC's unsheltered PIT count results. See Detailed Instructions for more information. (limit 1000 characters)

BosCoc didn't change the unsheltered PIT methodology and continued to provide a complete count of unsheltered individuals & households w/children. BoSCoC increased internal and external training & data quality checks to ensure standard methodology & accurate data. Preparation included internal training for staff who distributed & compiled the unsheltered PIT forms and methodology w/the use of HUD webinars, additional data quality procedures & a Youth Survey. Increased external training included distribution of thorough instructions & posters to COC members. The use of a dedicated "Youth Survey" increased the unsheltered count by identifying youth in families that wouldn't otherwise be captured. PIT staff increased data quality by increasing call backs to providers to clarify data that was incomplete or inconsistent. Data was cross referenced with HMIS entry/exit data as a method to identify missing information and CH reporting was verified by using algorithms instead of a yes/no answer.

2C-5. Did the CoC implement specific measures to identify youth in their PIT count? Yes

2C-5a. If "Yes" was selected in 2C-5, describe the specific measures the CoC; (1) took to identify homeless youth in the PIT count; (2) during the planning process, how stakeholders that serve homeless youth were engaged; (3) how homeless youth were engaged/involved; and (4) how the CoC worked with stakeholders to select locations where homeless youth are most likely to be identified. (limit 1000 characters)

BoSCoC leadership engaged w/the NH Homeless Teen Task Force, the Dept of Ed Homeless Liaisons, youth centered institutions & child protection agencies to

increase PIT participation, provide feedback on tools, enhance street outreach to find youth in known locations & engage youth in the planning & count process. COC stakeholders were informed via email, Facebook & website & given instruction on PIT collection including a new Youth Count Survey tool. Service providers & schools collected & submitted data for the Youth Count. Bureau of Homeless & Housing Facebook page & website informed the community of Youth Homelessness count & direct youth to available services. CoC partnered w/NH's Runaway & Homeless Youth (RHY) funded agency to educate the COC on the importance of the youth count, & to target specific agencies that serve homeless youth. Current & formerly homeless youth are engaged in the planning and count through partnerships with the RHY agency, and their youth leadership board.

2C-6. Describe any actions the CoC implemented in its 2017 PIT count to better count individuals and families experiencing chronic homelessness, families with children, and Veterans experiencing homelessness. (limit 1000 characters)

BoSCoC dedicated staff for the 2017 PIT to organize & fulfill PIT requirements including improving counts for Chronically Homeless, families w/children & Veteran populations. The CoC started PIT planning 5 months prior to the PIT, used 2 CoC meetings, one mtg with COC PIT representatives and RHY, and one Directors meeting to solicit input on ways to improve the PIT count for homeless families, chronically homeless and Veterans. CoC increased coordination with schools to identify homeless families. Outreach and shelter providers were educated at one meeting on the Chronic Definition and how to identify Veterans. BoSCoC worked with border state VT to identify homeless BOSCO Veterans being served by VT organizations. Statewide Veteran by name list, updated bi-weekly, served as reference to locate homeless Veterans and known locations. CH reporting is de-duplicated and cross referenced with HMIS data to verify self-reported Chronically Homeless with the use of HMIS algorithms and reports.

3A. Continuum of Care (CoC) System Performance

Instructions

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

3A-1. Performance Measure: Reduction in the Number of First-Time Homeless. Describe: (1) the numerical change the CoC experienced; (2) the process the CoC used to identify risk factors of becoming homeless for the first time; (3) the strategies in place to address individuals and families at risk of becoming homeless; and (4) the organization or position that is responsible for overseeing the CoC's strategy to reduce or end the number of individuals and families experiencing homelessness for the first time.
(limit 1000 characters)

COC decreased the # of 1st time homeless for all COC project types by 152 people from FY 15 - 16 as reported in HDX. COC implemented the National Alliance to End Homelessness' Initial Prevention & Diversion Tool (PDT) as a screening tool for all people accessing homeless services in the COC. PDT is a guided assessment to identify risk factors such as length of time homeless, family composition, & available resources, and is used to inform providers which available service is most appropriate for each person. PDT assesses for immediate housing status, DV risk, available resources, & cause of housing crisis. This tool increased the # of people diverted from entering the homeless system by connecting them w/state funded intervention services, including security deposit & 1st month's rent assistance, which assisted 657 households w/obtaining rental housing in FY16. The Bureau of Homeless & Housing Services Administrator who is COC co-chair is responsible for oversight of COC strategy.

3A-2. Performance Measure: Length-of-Time Homeless. CoC 's must demonstrate how they reduce the length-of-time for individuals and families remaining homeless. Describe (1) the numerical change the CoC experienced; (2) the actions the CoC has implemented to reduce the length-of-time individuals and families remain homeless; (3) how the CoC identifies and houses individuals and families with the longest length-of-time homeless; and (4) identify the organization or position that is responsible for overseeing the CoC's strategy to reduce the length-of-time individuals and families remain homeless.
(limit 1000 characters)

For all programs w/the COC, the average length of time(LOT) homeless increased by 7 days. This increase is due to the increase in median rental cost, and decrease in NH vacancy rates to 1.5%. The COC adopted the Written Standards, requiring PSH to prioritize the longest homeless for housing

openings. If there are no eligible CH, the COC prioritizes by longest time of episodic homelessness, disability, and severe service needs. These standards cover CoC and non-COC funded projects and are used in compliance monitoring, and improving System Performance Measures outcomes. The COC strategically allocated ESG RRH and Prev funding to cover each CoC county to rapidly house individuals and families, and reduce the LOT a person spends homeless. People are assessed upon entry into homeless service system for LOT homeless and it is documented and used as a prioritization factor for available housing resources. The Bureau of Homeless & Housing Services is responsible for overseeing this strategy.

3A-3. Performance Measures: Successful Permanent Housing Placement and Retention

Describe: (1) the numerical change the CoC experienced; (2) the CoCs strategy to increase the rate of which individuals and families move to permanent housing destination or retain permanent housing; and (3) the organization or position responsible for overseeing the CoC's strategy for retention of, or placement in permanent housing. (limit 1000 characters)

COC had permanent housing (PH) placement results as follows: 4% increase for street outreach, 1% increase for ES, SH, TH & RRH, and 3% decrease for PSH (went from 97% to 94%). The overall increase in PH placements was 2%. NH strategies include COC notification of PH openings, Written Standards that require projects to terminate for only the most severe violations, annual project monitoring by BHHS staff for compliance with discharge policies, mediation services for tenants and landlords to resolve conflicts before eviction, and supplemental assistance using state funds to maintain housing in emergency situations. These strategies are implemented at project level. Bureau of Homeless & Housing Services has strategically allocated ESG and state funded prevention, to cover all counties in the COC to ensure that services are more widely available to stabilize PH placements. The Bureau of Homeless & Housing Services is responsible for overseeing this strategy.

3A-4. Performance Measure: Returns to Homelessness.

Describe: (1) the numerical change the CoC experienced, (2) what strategies the CoC implemented to identify individuals and families who return to homelessness, (3) the strategies the CoC will use to reduce additional returns to homelessness, and (4) the organization or position responsible for overseeing the CoC's efforts to reduce the rate of individuals and families' returns to homelessness. (limit 1000 characters)

The COC experienced 153 more returns to homelessness for an increase in 2%. TH & PH had reductions in return to homelessness (11% and 5% respectively), ES and street outreach saw a combined increase of 10%. NH's current and future strategies include Written Standards requiring projects to terminate housing only for the most severe violations, mediation services for landlords & tenants prior to eviction, and state funding to maintain housing in emergencies. Bureau of Homeless & Housing Services (BHHS) conducts project monitoring annual to ensure compliance with strategies and requires projects to notify them before termination to avoid returns to homelessness. The

COC data subcommittee reviews system performance measures, including returns to homelessness, to identify system-level issues contributing to returns. The BHHS data analyst provides individual providers their data quality & performance outcomes so improvements can be made. The BHHS is responsible for overseeing this strategy.

3A-5. Performance Measures: Job and Income Growth

Describe: (1) the strategies that have been implemented to increase access to employment and mainstream benefits; (2) how the CoC program-funded projects have been assisted to implement the strategies; (3) how the CoC is working with mainstream employment organizations to help individuals and families increase their cash income; and (4) the organization or position that is responsible for overseeing the CoC's strategy to increase job and income growth from employment, non-employment including mainstream benefits.
(limit 1000 characters)

NH strategies include inviting employment programs to COC mtgs to educate projects on their resources. ADRCs are supported by NH211- front door to COC Coordinated Entry system. 211 staff are trained to assess for referral to ADRC & homeless services. Projects are required to assist participants in accessing mainstream resources, including employment. All COC Programs help people apply & maintain benefits through NH's single benefit application, which is accessible in paper & electronically. Staff are required to assist w/appeals if initial apps are denied. 100% of COC providers are SOAR trained, & SOAR trainings are widely shared w/COC. Bureau of Homeless & Housing Services(BHHS) conducts annual CoC project monitoring, & monthly performance reviews to identify projects struggling w/accessing employment & non-employment resources. Struggling projects are provided assistance from BHHS CoC Program Admin to identify local & State resources. BHHS is responsible for overseeing this strategy.

3A-6. Did the CoC completely exclude a geographic area from the most recent PIT count (i.e. no one counted there, and for communities using samples in the area that was excluded from both the sample and extrapolation) where the CoC determined there were no unsheltered homeless people, including areas that are uninhabitable (deserts, forests). No

3A.6a. If the response to 3A-6 was "Yes", what was the criteria and decision-making process the CoC used to identify and exclude specific geographic areas from the CoCs unsheltered PIT count?
(limit 1000 characters)

N/A

3A-7. Enter the date the CoC submitted the 06/05/2017

**System Performance Measures data in HDX,
which included the data quality section for FY
2016.
(mm/dd/yyyy)**

3B. Continuum of Care (CoC) Performance and Strategic Planning Objectives

Instructions

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

3B-1. Compare the total number of PSH beds, CoC program and non CoC-program funded, that were identified as dedicated for yes by chronically homeless persons in the 2017 HIC, as compared to those identified in the 2016 HIC.

	2016	2017	Difference
Number of CoC Program and non-CoC Program funded PSH beds dedicated for use by chronically homelessness persons identified on the HIC.	101	137	36

3B-1.1. In the box below: (1) "total number of Dedicated PLUS Beds" provide the total number of beds in the Project Allocation(s) that are designated ad Dedicated PLUS beds; and (2) in the box below "total number of beds dedicated to the chronically homeless:, provide the total number of beds in the Project Application(s) that are designated for the chronically homeless. This does not include those that were identified in (1) above as Dedicated PLUS Beds.

Total number of beds dedicated as Dedicated Plus	0
Total number of beds dedicated to individuals and families experiencing chronic homelessness	202
Total	202

3B-1.2. Did the CoC adopt the Orders of Priority into their standards for all CoC Program funded PSH projects as described in Notice CPD-16-11: Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing. Yes

3B-2.1. Using the following chart, check each box to indicate the factor(s) the CoC currently uses to prioritize households with children based on need during the FY 2017 Fiscal Year.

History of or Vulnerability to Victimization	<input checked="" type="checkbox"/>
Number of previous homeless episodes	<input checked="" type="checkbox"/>

Unsheltered homelessness	<input checked="" type="checkbox"/>
Criminal History	<input checked="" type="checkbox"/>
Bad credit or rental history (including not having been a leaseholder)	<input checked="" type="checkbox"/>
Head of Household with Mental/Physical Disability	<input checked="" type="checkbox"/>

**3B-2.2. Describe: (1) the CoCs current strategy and timeframe for rapidly rehousing every household of families with children within 30 days of becoming homeless; and (2) the organization or position responsible for overseeing the CoC's strategy to rapidly rehouse families with children within 30 days of becoming homeless.
(limit 1000 characters)**

Through CE intake a family w/children is assessed upon entry into homelessness for housing needs, & income & barriers to obtaining housing independently. Per Written Standards, CoC & ESG providers are expected to place families w/in 30 days. Providers developed relationships w/landlords & PHAs to prioritize homeless families, including 50 dedicated Housing Choice Vouchers in one county dedicated to rapidly rehousing families. ESG RRH & Prev programs were strategically allocated to cover every county in the COC in order to provide rapid access to housing for families across the state. COC improved outreach to schools, child protection, & other youth organizations, increasing the # of known homeless families w/children which increased family placement into CoC & ESG programs. All projects in ESG are monitored yearly for performance measures, including average length of time homeless. Bureau of Homeless & Housing Services is responsible for this strategy.

3B-2.3. Compare the number of RRH units available to serve families from the 2016 and 2017 HIC.

	2016	2017	Difference
Number of CoC Program and non-CoC Program funded PSH units dedicated for use by chronically homelessness persons identified on the HIC.	14	34	20

**3B-2.4. Describe the actions the CoC is taking to ensure emergency shelters, transitional housing, and permanent supportive housing (PSH and RRH) providers within the CoC adhere to anti-discrimination policies by not denying admission to, or separating any family members from other members of their family or caregivers based on age, sex, gender, LGBT status, marital status or disability when entering a shelter or Housing.
(limit 1000 characters)**

COC Written Standards cover all CoC & non-CoC funded projects w/in the BOS, & are used as project compliance standards during site visits. Per Written Standards, all projects must comply w/the nondiscrimination provision of Federal civil rights laws, including Fair Housing Act, Section 504 of the Rehabilitation Act, Title VI of the Civil Rights Act, & Titles II or III of the

Americans w/Disabilities Act, as applicable. Protection includes the right to not be discriminated against due to race, color, sex, sexual orientation, religion, national origin, age, physical or mental disability, or family or marital status, & has been adopted in NH's Admin Rules governing shelters. Per the grievance procedure, people can inform BHHS if they have been denied admission or separated when entering shelter or housing. BHHS has emergency funds to temporarily hotel families if a family unit is not available. BHHS partners with NH Housing to provide fair housing training.

3B-2.5. From the list below, select each of the following the CoC has strategies to address the unique needs of unaccompanied homeless youth.

Human trafficking and other forms of exploitation?	Yes
LGBT youth homelessness?	Yes
Exits from foster care into homelessness?	Yes
Family reunification and community engagement?	Yes
Positive Youth Development, Trauma Informed Care, and the use of Risk and Protective Factors in assessing youth housing and service needs?	Yes

3B-2.6. From the list below, select each of the following the CoC has a strategy for prioritization of unaccompanied youth based on need.

History or Vulnerability to Victimization (e.g., domestic violence, sexual assault, childhood abuse)	<input checked="" type="checkbox"/>
Number of Previous Homeless Episodes	<input checked="" type="checkbox"/>
Unsheltered Homelessness	<input checked="" type="checkbox"/>
Criminal History	<input checked="" type="checkbox"/>
Bad Credit or Rental History	<input checked="" type="checkbox"/>

3B-2.7. Describe: (1) the strategies used by the CoC, including securing additional funding to increase the availability of housing and services for youth experiencing homelessness, especially those experiencing unsheltered homelessness; (2) provide evidence the strategies that have been implemented are effective at ending youth homelessness; (3) the measure(s) the CoC is using to calculate the effectiveness of the strategies; and (4) why the CoC believes the measure(s) used is an appropriate way to determine the effectiveness of the CoC's efforts. (limit 1500 characters)

Bureau of Homeless & Housing Services increased in-kind state funding to Runaway & Homeless Youth providers to enhance youth services provided in COC. BHHS facilitated collaboration between RHY & TANF to increase RHY street outreach to engage youth not accessing services. COC partnered w/RHY provider for initial Youth Dem Proj. COC didn't secure child protection but engaged child protection, & secured commitment for YDP to be released fall of

2017. BHHS has secured commitment from TANF for TANF funded housing program for TANF eligible youth & families similar to ESG RRH & Prev. Measures for tracking effectiveness will be built into contract w/providers based on System Performance Measures. COC has built partnerships to strengthen our position to meet criteria receive additional federal assistance to increase youth housing & services. CoC applies for all available youth focused projects & system building capacity assistance & will continue to do so in the future.

3B-2.8. Describe: (1) How the CoC collaborates with youth education providers, including McKinney-Vento local educational authorities and school districts; (2) the formal partnerships the CoC has with these entities; and (3) the policies and procedures, if any, that have been adopted to inform individuals and families who become homeless of their eligibility for educational services. (limit 1000 characters)

CoC has strong relationship w/McKinney-Vento educational authorities & school districts through membership in NH's Homeless Teen Task Force (TTF) chaired by NH Dept of Education (DoE). In 2017 TTF & COC Youth subcommittee joined to form 1 youth committee, w/goal of identifying homeless youth, improving referral system for homeless youth, & increasing available services, including education access for homeless youth, per a strategic planning session that led to the group merger. DoE homeless liaisons are active committee members. BHHS attends DoE homeless liaison meetings to discuss improvements to identifying and serving homeless youth. DoE presented to CoC to educate on the role of the homeless liaisons, enabling COC providers to help homeless families access educational services. CoC providers connect families w/children to homeless liaisons at intake, educate them on McKinney-Vento law, facilitate communication w/school districts, & follow-up to ensure education needs are being met.

3B-2.9. Does the CoC have any written formal agreements, MOU/MOAs or partnerships with one or more providers of early childhood services and supports? Select "Yes" or "No".

	MOU/MOA	Other Formal Agreement
Early Childhood Providers	No	No
Head Start	No	No
Early Head Start	No	No
Child Care and Development Fund	No	No
Federal Home Visiting Program	No	No
Healthy Start	No	No
Public Pre-K	No	No
Birth to 3	No	No
Tribal Home Visiting Program	No	No
Other: (limit 50 characters)		

**3B-3.1. Provide the actions the CoC has taken to identify, assess, and refer homeless Veterans who are eligible for Veterans Affairs services and housing to appropriate resources such as HUD-VASH and Supportive Services for Veterans Families (SSVF) program and Grant and Per Diem (GPD).
(limit 1000 characters)**

SSVF Outreach & other Veteran projects coordinated street Veteran outreach efforts to cover the entire CoC. The Veteran subcommittee worked w/CoC providers to implement a rapid referral system for any Veteran entering the homeless service system to assess eligibility for Veteran specific resources and refer to mainstream resources if ineligible for SSVF, GPD or HUD-VASH. The SSVF staff utilizes a shared electronic record with common assessment questions to quickly gather pertinent data as the screen all Veterans. Non-VA projects in local regions can work with the SSVF staff to complete assessment or make a referral directly. One ESG provider specifically provides RRH and Prev for Veterans in the BOSCO that are ineligible for VA services. Bi-weekly case conferencing calls review the by name list of actively homeless Veterans, and an SSVF worker assumes responsibility for follow up case management.

3B-3.2. Does the CoC use an active list or by name list to identify all Veterans experiencing homelessness in the CoC? Yes

3B-3.3. Is the CoC actively working with the VA and VA-funded programs to achieve the benchmarks and criteria for ending Veteran homelessness? Yes

3B-3.4. Does the CoC have sufficient resources to ensure each Veteran is assisted to quickly move into permanent housing using a Housing First approach? Yes

4A. Continuum of Care (CoC) Accessing Mainstream Benefits and Additional Policies

Instructions:

For guidance on completing this application, please reference the FY 2017 CoC Application Detailed Instructions and the FY 2017 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

4A-1. Select from the drop-down (1) each type of healthcare organization the CoC assists program participants with enrolling in health insurance, and (2) if the CoC provides assistance with the effective utilization of Medicaid and other benefits.

Type of Health Care	Yes/No	Assist with Utilization of Benefits?
Public Health Care Benefits (State or Federal benefits, e.g. Medicaid, Indian Health Services)	Yes	Yes
Private Insurers:	Yes	Yes
Non-Profit, Philanthropic:	Yes	Yes
Other: (limit 50 characters)		

4A-1a. Mainstream Benefits

CoC program funded projects must be able to demonstrate they supplement CoC Program funds from other public and private resources, including: (1) how the CoC works with mainstream programs that assist homeless program participants in applying for and receiving mainstream benefits; (2) how the CoC systematically keeps program staff up-to-date regarding mainstream resources available for homeless program participants (e.g. Food Stamps, SSI, TANF, substance abuse programs); and (3) identify the organization or position that is responsible for overseeing the CoCs strategy for mainstream benefits. (limit 1000 characters)

NH is a Medicaid Expansion state. Through expansion, 7 regional Integrated Delivery networks (IDN) were established as collaborative efforts btwn mental health, medical, & service providers, using a case conferencing approach to ensure all clients, Medicaid & non-Medicaid, are connected w/the resources for their needs including Food Stamps, TANF, SSI/DI, SUD tx, housing services, MH & medical services, and others as necessary. BOSCO providers, including CoC project staff, are active members of all 7 IDNs & information on the available benefits & connection process is discussed at these meetings. IDN & Coordinated Entry case conferencing ensure that all homeless or at risk clients in the COC are applying for all mainstream benefits. The DHHS admin, who oversees contracts for the IDNs participates in COC meetings. BOSCO co-chair & BHHS Admin is responsible for ensuring the COC is meeting these

measures, sits on the DHHS IDN policy team, & brings policy & practice updates to the COC.

4A-2. Low Barrier: Based on the CoCs FY 2017 new and renewal project applications, what percentage of Permanent Housing (PSH) and Rapid Rehousing (RRH), Transitional Housing (TH), Safe-Haven, and SSO (Supportive Services Only-non-coordinated entry) projects in the CoC are low-barrier?

Total number of PH (PSH and RRH), TH, Safe-Haven and non-Coordinated Entry SSO project applications in the FY 2017 competition (new and renewal)	28.00
Total number of PH (PSH and RRH), TH, Safe-Haven and non-Coordinated Entry SSO renewal and new project applications that selected "low barrier" in the FY 2017 competition.	28.00
Percentage of PH (PSH and RRH), TH, Safe-Haven and non-Coordinated Entry SSO renewal and new project applications in the FY 2017 competition that will be designated as "low barrier"	100.00%

4A-3. Housing First: What percentage of CoC Program Funded PSH, RRH, SSO (non-coordinated entry), safe-haven and Transitional Housing; FY 2017 projects have adopted the Housing First approach, meaning that the project quickly houses clients without preconditions or service participation requirements?

Total number of PSH, RRH, non-Coordinated Entry SSO, Safe Haven and TH project applications in the FY 2017 competition (new and renewal).	28.00
Total number of PSH, RRH, non-Coordinated Entry SSO, Safe Haven and TH renewal and new project applications that selected Housing First in the FY 2017 competition.	27.00
Percentage of PSH, RRH, non-Coordinated Entry SSO, Safe Haven and TH renewal and new project applications in the FY 2017 competition that will be designated as Housing First.	96.43%

4A-4. Street Outreach: Describe (1) the CoC's outreach and if it covers 100 percent of the CoC's geographic area; (2) how often street outreach is conducted; and (3) how the CoC has tailored its street outreach to those that are least likely to request assistance. (limit 1000 characters)

COC street outreach is a collaborative effort using CE funds, PATH, SSVF outreach, & Runaway & Homeless Youth outreach. This covers 100% of the COC geography. Street outreach happens every business day. Outreach workers collaborate to ensure staff can help people overcome barriers & have access to most appropriate outreach service in order to meet needs & to connect to housing resources. Outreach workers engage people in the field (abandoned buildings, encampments, woods, cars), drop in locations (resource centers & soup kitchens), in the office, & anywhere that a person requests to ensure transportation barriers do not impact access to services. Efforts are made to build relationships w/people so they feel safe receiving services. All providers have a Limited Eng Proficiency plan detailing how they will provide language accommodations that meet the population's needs, including use of interpreters, Language Line, sign language interpreters, & others as appropriate in their community

**4A-5. Affirmative Outreach
Specific strategies the CoC has implemented that furthers fair housing as**

detailed in 24 CFR 578.93(c) used to market housing and supportive services to eligible persons regardless of race, color, national origin, religion, sex, gender identify, sexual orientation, age, familial status, or disability; who are least likely to apply in the absence of special outreach.

Describe: (1) the specific strategies that have been implemented that affirmatively further fair housing as detailed in 24 CFR 578.93(c); and (2) what measures have been taken to provide effective communication to persons with disabilities and those with limited English proficiency. (limit 1000 characters)

Bureau of Homeless & Housing Services is Collab Applicant, & ESG recipient for BOS. BHHS collaborated w/NH Housing & Finance Auth(NHHFA) & NH Legal Assistance(NHLA) to ensure the COC meets criteria outlined in 24CFR 578.93(c). Through the Con Plan NHHFA ensures housing & supportive services are marketed widely through email, web posts, mailings, & community outreach to ensure all persons are informed & able to apply for housing. COC shares this approach w/COC & ESG housing. NHLA receives state funds for homeless & housing legal issues for clients, & education to providers on informing clients of their rights. Providers incorporated client rights, fair housing info, grievance policies, & referral to NHLA in their application & intake info. Providers are required to have a Limited Eng Proficiency Plan detailing how they provide language accommodations to meet the population's needs, including use of interpreters, Language Line, sign language, & others as appropriate in their community

4A-6. Compare the number of RRH beds available to serve populations from the 2016 and 2017 HIC.

	2016	2017	Difference
RRH beds available to serve all populations in the HIC	82	138	56

4A-7. Are new proposed project applications requesting \$200,000 or more in funding for housing rehabilitation or new construction? No

4A-8. Is the CoC requesting to designate one or more SSO or TH projects to serve homeless households with children and youth defined as homeless under other Federal statutes who are unstably housed (paragraph 3 of the definition of homeless found at 24 CFR 578.3). No

4B. Attachments

Instructions:

Multiple files may be attached as a single .zip file. For instructions on how to use .zip files, a reference document is available on the e-snaps training site:
<https://www.hudexchange.info/resource/3118/creating-a-zip-file-and-capturing-a-screenshot-resource>

Document Type	Required?	Document Description	Date Attached
01. 2016 CoC Consolidated Application: Evidence of the CoC's communication to rejected participants	Yes	NH-500 Evidence o...	09/18/2017
02. 2016 CoC Consolidated Application: Public Posting Evidence	Yes	NH-500 CoC Consol...	09/22/2017
03. CoC Rating and Review Procedure (e.g. RFP)	Yes	NH-500 CoC Rating...	09/15/2017
04. CoC's Rating and Review Procedure: Public Posting Evidence	Yes	NH-500 CoC Rating...	09/22/2017
05. CoCs Process for Reallocating	Yes	NH-500 COC proces...	09/22/2017
06. CoC's Governance Charter	Yes	NH-500 COC Govern...	09/22/2017
07. HMIS Policy and Procedures Manual	Yes	NH-500 HMIS Polic...	09/14/2017
08. Applicable Sections of Con Plan to Serving Persons Defined as Homeless Under Other Fed Statutes	No		
09. PHA Administration Plan (Applicable Section(s) Only)	Yes	NH-500 PHAs witho...	09/22/2017
10. CoC-HMIS MOU (if referenced in the CoC's Governance Charter)	No		
11. CoC Written Standards for Order of Priority	No	NH-500 CoC Writte...	09/14/2017
12. Project List to Serve Persons Defined as Homeless under Other Federal Statutes (if applicable)	No		
13. HDX-system Performance Measures	Yes	NH-500 HDX System...	09/14/2017
14. Other	No		
15. Other	No		

Attachment Details

Document Description: NH-500 Evidence of CoC communication to accepted and rejected participants

Attachment Details

Document Description: NH-500 CoC Consolidated Application: Public Posting Evidence

Attachment Details

Document Description: NH-500 CoC Rating and Review Procedures

Attachment Details

Document Description: NH-500 CoC Rating and Review Procedure: Public Posting Evidence

Attachment Details

Document Description: NH-500 COC process for reallocating

Attachment Details

Document Description: NH-500 CoC Governance Charter

Attachment Details

Document Description: NH-500 HMIS Policy and Procedures Manual

Attachment Details

Document Description:

Attachment Details

Document Description: NH-500 PHAs without preferences

Attachment Details

Document Description:

Attachment Details

Document Description: NH-500 CoC Written Standards

Attachment Details

Document Description:

Attachment Details

Document Description: NH-500 HDX System Performance Measures

Attachment Details

Document Description:

Attachment Details

Document Description:

Submission Summary

Ensure that the Project Priority List is complete prior to submitting.

Page	Last Updated
1A. Identification	09/05/2017
1B. Engagement	09/21/2017
1C. Coordination	09/21/2017
1D. Discharge Planning	08/27/2017
1E. Project Review	09/22/2017
1F. Reallocation Supporting Documentation	09/22/2017
2A. HMIS Implementation	09/22/2017
2B. PIT Count	09/18/2017
2C. Sheltered Data - Methods	09/21/2017
3A. System Performance	09/22/2017
3B. Performance and Strategic Planning	09/22/2017

4A. Mainstream Benefits and Additional Policies	09/19/2017
4B. Attachments	09/22/2017
Submission Summary	No Input Required

From: Hatfield, Melissa
Sent: Friday, July 21, 2017 2:11 PM
Cc: Melany Mondello
Subject: Balance of State CoC - new project solicitation

Good afternoon,

On July 14, 2017 the US Department of Housing and Urban Development released the Fiscal Year 2017 CoC Program Notice of Funding Availability (see link below for details).

The Bureau of Homeless and Housing Services functions as the Collaborative Applicant for NH's Balance of State Continuum of Care. If your agency does not currently receive CoC funding, and you are interested in applying for funding, please contact Betsy O'Connor for NOFA planning meeting dates. Betsy can be reached at Betsy.O'Connor@dhhs.nh.gov or (603)271-9196.

Please feel free to share this email with your NH provider networks.

<https://www.hudexchange.info/resources/documents/FY-2017-CoC-Program-Competition-NOFA.pdf>

Melissa Hatfield, MSW
Bureau Administrator
Bureau of Homeless & Housing Services
129 Pleasant St.
Concord, NH 03301
P: 603-271-9197
F: 603-271-5139
melissa.hatfield@dhhs.nh.gov

From: Hatfield, Melissa
Sent: Monday, July 31, 2017 12:27 PM
To: 'jmackay@northernhs.org'; 'k.farrell@nhpartnership.org';
'Cindy@veteranhomestead.org'; 'Brenda@veteranhomestead.org';
's.beaudry@crossroadshouse.org'; Harlan, Michele; 'cameron.ford@headrest.org';
'a.pancine@harborhomes.org'; 'acampbell@straffordcap.org';
'achappell@friendsprogram.org'; 'acroberts@comcast.net';
'ADunn@riverbendcmhc.org'; 'alabrie@bm-cap.org'; 'aliceaa@gnmhc.org';
'Amanda.Lewis@USE.SalvationArmy.Org'; 'Amy.E.Yuhasz@hud.gov';
'angela@concordhomeless.org'; 'bandrewsparker@straffordcap.org';
'bguinther@nhhfa.org'; 'bquimby@clmnh.org'; 'bridgehouseinc@gmail.com';
'vmcclure@mvap.org'; 'Calvin.Smith@va.gov'; 'cary.gladstone@graniteuw.org';
'cathybentwood@gmail.com'; 'chenderson@scshelps.org'; 'ckuhn@fitnh.org';
'clemke@genesishb.org'; 'cmeaney@lactl.org'; 'Connor-
Belcourt@USE.SalvationArmy.Org'; 'crobicheau@straffordcap.org';
'Cynthia.E.Lopez@hud.gov'; 'johnperson@veteransinc.org'; 'dferringo@tccap.org';
Richard, Diana; Osterhoudt, Douglas; 'ellen@concordhomeless.org';
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nh.org'; 'jmadden@friendsprogram.org'; 'jmanning@scshelps.org'; 'jmorris@snhs.org';
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'kletendre@TCCAP.ORG'; 'kmorris@somersworth.com'; 'kstlaurent@genesishb.org';
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'lcampbell@nh-cc.org'; 'leclair.s@rochesterschools.com'; 'LHazeltime@BM-Cap.org';
KELLER, LINDY; Boucher, Lisa; 'lisa@veteranhomestead.org'; 'LNfries@comcast.net';
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'jgilmore@fellowshiphousing.org'; 'pthyng@communitypartnersnh.org';
'pwyzik@mfs.org'; 'ray@veteranhomestead.org'; 'rboschen@tccap.org';
'RLittlefield@BM-Cap.org'; 'Robert.Mottola@va.gov'; Rodler, Robert;
'rsha@communitypartnersnh.org'; 'Scott.McNeil@USE.SalvationArmy.org';
'scpinsonneault@gmail.com'; 'scrocker@clmnh.org'; 'sford@myfriendsplacenh.org';
'sftsnh@gmail.com'; 'sgregoire@BM-Cap.org'; 'sihnnh@comcast.net';
'SMorrison@communitypartnersnh.org'; 'ssavard@fitnh.org'; 'jhermanson@clmnh.org';
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'cathybentwood@gmail.com'; 'astone@tccap.org'; 'amy.frechette@va.gov';
'marie@nhcadsv.org'; 'jmackey@nhs.org'; 'jenny.connor-

To: belcourt@use.salvationarmy.org; 'EBerry@nhla.org'; 'CWellington@nhla.org'; 'Donna Curley'; 'brendonmeatley@veteransinc.org'; 'linda@nhcadsv.org'; 'd.mitchell@crossroadshouse.org'; Melany Mondello; 'clorentz@lact.org'; 'KGrenier@fitnh.org'; 'rweeks@uppervalleyhaven.org'; 'sarak@uppervalleyhaven.org'; 'director@annemariehouse.org'; 'paula@cccnh.org'; 'execdir@belknaphouse.org'; 'president@belknaphouse.org'; Tappan, Christine; 'amoran@clmnh.org'; 'tom@housingactionnh.org'

Cc: 'Julie A Lane'; O'Connor, Betsy; Petzold, Heidi; Pitzer, Roger; Schott, Kristiane

Subject: Notice of Reallocation and Bonus funding available

Attachments: NHBoSCoC FY17 CoC Program NOFA RFP FINAL 2017 07 31.pdf

Good afternoon Balance of State CoC,

Attached you will find the CoC Program NOFA RFP, which describes in detail which activities are eligible for new and renewal applications.

The BOSCOc has \$88,346 available for reallocation as of 7/31/17. If this amount changes, you will be notified by email.

The BOSCOc has \$217,508 available for a Bonus application.

The attachment describes in detail the due dates for all applications.

You can also check the BHHS website for up to date information. <https://www.dhhs.nh.gov/dcbcs/bhhs/index.htm>

We look forward to seeing you tomorrow, August 1, 2017, at 10am for our COC NOFA meeting. Please RSVP to Betsy O'Connor if you have not already. Betsy.O'Connor@dhhs.nh.gov

Thank you!

Melissa Hatfield, MSW
Bureau Administrator
Bureau of Homeless & Housing Services
129 Pleasant St.
Concord, NH 03301
P: 603-271-9197
F: 603-271-5139
melissa.hatfield@dhhs.nh.gov

New Hampshire Balance of State Continuum of Care (NH BoSCoC)

Notice of Funding Availability for the FY 2017 Continuum of Care (CoC) Program Competition

Published 7/31/17

The US Department of Housing and Urban Development (HUD) has released the FY 2017 Notice of Funding Availability (NOFA) for the CoC Program Competition. The Bureau of Housing and Homeless Services (BHHS) is the collaborative applicant responsible for completing and submitting an annual application for CoC Program funding application on behalf of the NH BoSCoC. The geography includes: Dover; Portsmouth; Rochester; Belknap County; Carroll County; Cheshire County; Coos County; Grafton County; Hillsborough County*; Merrimack County; Rockingham County; Strafford County; Sullivan County *Only Antrim, Bedford, Bennington, Deering, Francestown, Goffstown, Greenfield, Greenville, Hancock, Hillsboro, Lyndeboro, New Boston, New Ipswich, Pelham, Peterborough, Sharon, Temple, Weare, Wilton, and Windsor.

BHHS is soliciting request for projects and is providing notice that there are funds available through the NH-500 Balance of State Continuum of Care FY 2017 NOFA Competition.

The following guidance applies to all new and renewal CoC Program project applications.

I. ELIGIBLE APPLICANTS and COSTS

- A. Eligible project applicants for the CoC Program Competition are nonprofit organizations, States, local governments, and instrumentalities of State and local governments, and public housing agencies, as such term is defined in 24 CFR 5.100, without limitation or exclusion.
- B. Provisions at 24 CFR 578.37 through 578.63 identify the eligible costs for which funding may be requested under the CoC Program¹.
- C. No Awards to Debarred and Suspended Parties: BHHS will not make any subrecipient award or permit any award to any party which is debarred or suspended or is otherwise excluded from or ineligible for participation in Federal assistance programs under Executive Order 12549, "Debarment and Suspension."

II. PROJECT APPLICATIONS TYPES

- A. Renewal projects
- B. New Permanent Housing (PH) Bonus projects
- C. New Reallocation funding projects

III. RENEWAL PROJECTS

- A. BHHS will work directly with all eligible renewal projects to complete renewal applications that accurately reflect the project activities. BHHS will be sending out project applications for each subrecipient to review on **August 10, 2017**.

¹ <https://www.hudexchange.info/resource/2035/coc-program-interim-rule-formatted-version/>

- B. Any and all feedback, changes, or suggestions will need to be sent to Kristi Schott, electronically, by **August 17, 2017 by 4:30pm.**

C. POTENTIAL RENEWAL PROJECT CHANGES:

- 1) Expanding projects - Renewal projects are eligible to expand units, beds, persons or services through creation of a new project application for reallocation or permanent housing (PH) bonus funding. *(NOTE: this will require development and submission of a new project application per the instructions below. The project will be competitively ranked with other new projects.)*
- 2) Existing PSH projects – Renewal projects can change to 100% DedicatedPLUS to serve people who fall under the DedicatedPLUS criteria (see definitions end of this document for details). This includes former PSH Bonus and Samaritan Housing Initiative projects from past competitions who committed to serve 100% chronically homeless population.
- 3) RRH eligible population expansion – expanded options of eligible populations for RRH (see definitions end of this document for details)

IV. NEW PROJECTS

Applications for new projects will be accepted from eligible entities that have submitted an application by the CoC deadline and are proposing projects, in alignment with the CoC and HUD priorities.

A. NEW APPLICATION PROCESS: The application process is a two-step process.

1. Initial project application packets must be submitted electronically to BHHS.

Deadline: August 17, 2017 by 2:00 pm.

The initial new project application must be submitted on the Word template that can be found at BHHS's website: <https://www.dhhs.nh.gov/dcbcs/bhhs/>

2. A final project application, for projects chosen for funding, must be submitted electronically by the project applicant to the BHHS through HUD's e-snaps² electronic application system.

Deadline: September 12, 2017, by 4:30 pm

Information about submitting new project applications through e-snaps is available on HUD Exchange at:

<https://www.hudexchange.info/resource/2909/coc-project-application-instructions-for-new-projects/>

PLEASE NOTE: Failure to submit applications in e-snaps by the deadline means the project may not be included in the final project list for the 2017 NH BoSCoC Program funding.

B. New Application Funding Sources

1. **Reallocation funds: Approximately \$88,346 is available this year.**

BoSCoC may shift funds in whole or part from existing renewal projects to create one or more new projects.

Eligible project types include:

- a) Permanent Supportive Housing (PSH) that will serve chronically homeless individuals and families, including unaccompanied youth OR DedicatedPLUS eligible participants;

² <https://esnaps.hud.gov/grantium/frontOffice.jsf>

- b) Rapid Re-housing (RRH) that will serve:
 - 1) individuals and families, including unaccompanied youth, coming directly from the streets or emergency shelter or persons fleeing domestic violence situations, and other persons meeting the criteria of paragraph (4) of the definition of homelessness
 - 2) individuals or families leaving a transitional housing project what was eliminated in FY17
 - 3) people leaving the TH-RRH projects; OR
 - 4) People receiving services through a VA-funded homeless assistance program AND met one of the above criteria at initial intake to the VA homeless assistance system.
- c) Joint component projects, which will combine transitional housing (TH) and Rapid Re-Housing (RRH) into a single project to serve individuals and families experiencing homelessness.
- d) HMIS expansion from current HMIS Lead
- e) Coordinated Entry from current Coordinated Entry Lead

2. Bonus funds: Approximately \$217,508 is available this year.

Permanent Housing Bonus projects may create new projects or to expand renewal projects to add capacity to increase units and/or serve more people.

Eligible project types include:

- a) New permanent supportive housing (PSH) projects that will serve 100 percent chronically homeless families and individuals OR DedicatedPLUS eligible participants;
- b) New rapid re-housing (RRH) projects that will serve homeless individuals and families coming directly from the streets or emergency shelters, and includes persons fleeing domestic violence situations and other persons meeting the criteria of paragraph (4) of the definition of homeless; OR
- c) Joint component projects, which will combine transitional housing (TH) and Rapid Re-Housing (RRH) into a single project to serve individuals and families experiencing homelessness

V. MATCH REQUIREMENT

The recipient or subrecipient must match all CoC Program grant funds, except for leasing funds, with no less than 25% of cash or in-kind contributions from other sources in accordance with 24 CFR 578.73. Match is not be required to provided by budget line item, but as an aggregate sum.

VI. PROJECT APPLICATION ATTACHMENTS – NEW AND RENEWAL

- Documentation of Applicant and Subrecipient Eligibility
- Applicant Code of Conduct – verify if listed on HUD website, if not listed attach updated file that is in compliance with 2 CFR 200 requirements to project application
- The following are listed as attachments in the NOFA but are now built into e-snaps
- SF-424 Application for Federal Assistance (*built into e-snaps*)
- SF-424 Supplemental, Survey on Ensuring Equal Opportunities (*built into e-snaps*)
- Form HUD-2880 dated between May 1, 2017 and September 28, 2017 (*built into e-snaps*)
- Form HUD-50070, Certification for Drug-Free Workplace (*built into e-snaps*)
- SF-LLL, Disclosure of Lobbying Activities (*built into e-snaps*).

VII. FUNDING ORDER FOR NEW AND RENEWAL PROJECTS

- A. All accepted and rejected project applications must be notified in writing outside of the e-snaps system by the BoSCoC with projects that are rejected receiving the explanation for rejection.
- B. Projects will be funded per the order defined in the CoC Rank and Review Policy, which is available on the BHHS website.

VIII. APPEALS

- A. NH BoSCoC will accept written appeals submitted in accordance with the published policies and procedures of the CoC. If an applicant disagrees with their score, or placement on the ranking list, they may express their grievance in writing to the CoC Program Administrator within two business day of the list being published/distributed.
- B. The BoSCoC Executive Committee will hold an emergency conference call to discuss the grievance, and to make a final decision. The applicant will be notified of the Executive Committee's decision in writing by the CoC Program Administrator within one business day of the meeting.

FOR MORE INFORMATION

- Additional information on the NH BOS CoC FY17 CoC Program competition can be found at:
[https://www.dhhs.nh.gov/dcbcs/bhhs/](https://www.dhhs.nh.gov/dcbcs/bhhs/https://www.hudexchange.info/programs/e-snaps/fy-2017-coc-program-nofa-coc-program-competition/)
<https://www.hudexchange.info/programs/e-snaps/fy-2017-coc-program-nofa-coc-program-competition/>
- Additional information on the CoC Program rules and requirements can be found at:
<https://www.hudexchange.info/programs/coc/>

If you have questions about the CoC Program or the FY17 competition process, please contact:

Kristi Schott, CoC Program Administrator
Bureau of Homeless and Housing Services
NH Department of Health & Human Services
129 Pleasant St., Concord, NH 03301

P: (603)271-9194

Kristiane.Schott@dhhs.nh.gov

Definition Excerpts from FY17 CoC Program NOFA – see full NOFA for additional information

<https://www.hudexchange.info/resource/5419/fy-2017-coc-program-nofa/>

1. DedicatedPLUS is a new participant eligibility category for new and renewal PSH that can serve individuals with a disability and families in which one adult or child has a disability, including unaccompanied youth with a disability that are:
 - Experiencing chronically homeless;
 - Residing in transitional housing (TH) that will be eliminated in FY17 and were experiencing chronically homelessness at TH entry;

- In place not meant for human habitation, shelter or safe haven BUT were experiencing chronically homelessness AND had been in permanent housing (PH) project within last year and were unable to maintain housing placement ;
 - Residing in TH funded by Joint TH-RRH component project AND were experiencing chronically homelessness prior to entering the project;
 - In place not meant for human habitation, shelter or safe haven for at least 12 months in the last 3 years BUT has not done so on four separate occasions ; OR
 - In a Department of Veteran Affairs (VA)-funded homeless assistance program AND met one of the above at initial intake to the VA homeless assistance system.
2. Housing First prioritizes rapid placement and stabilization in permanent housing and does not have service participation requirements or preconditions. CoC Program funded projects should help individuals and families move quickly into permanent housing, and the CoC should measure and help projects reduce the length of time people experience homelessness. Additionally, CoCs should engage landlords and property owners, remove barriers to entry, and adopt client-centered service methods.
3. *Joint TH and PH-RRH Component Project.* The Joint TH and PH-RRH component project includes two existing program components—TH and RRH—in a single project to serve individuals and families experiencing homelessness. If funded, HUD will limit eligible costs as follows:
- 1) capital costs (i.e., new construction, rehabilitation, or acquisition), leasing of a structure or units, and operating costs to provide transitional housing;
 - (2) short- or medium-term tenant-based rental assistance on behalf of program participants to pay for the rapid rehousing portion of the project;
 - (3) supportive services;
 - (4) HMIS; and
 - (5) project administrative costs.

When a program participant is enrolled in a Joint TH and PH-RRH component project, the recipient or subrecipient must be able to provide both components, including the units supported by the transitional housing component and the tenant-based rental assistance and services provided through the PH-RRH component, to all participants. A program participant may choose to receive only the transitional housing unit or the assistance provided through the PH-RRH component, but the recipient or subrecipient must make both types of assistance available.

4. Rapid Re-housing (RRH)
- Residing in places not meant for human habitation or emergency shelter
 - Fleeing DV or other persons meeting criteria of paragraph (4) of definition of homelessness
 - In a TH project to be eliminated in FY17
 - In TH funded by a TH-RRH
 - Receiving services through VA-funded homeless assistance program AND met one of the above at initial intake to the VA homeless assistance system

NEW HAMPSHIRE BALANCE OF STATE CONTINUUM OF CARE


CONTINUUM OF CARE PROGRAM

Reallocation Policy

August 2017

CoC Co-Chair (print name): Melissa Hatfield

CoC Co-Chair (title): BHHS Administrator

CoC Co-Chair (signature): 

DATE: 8/1/17

Adopted on August 1, 2017

NH-500 Balance of State Continuum of Care (BoSCoC) CoC Program Reallocation Policy FINAL

Purpose:

HUD strongly encourages CoCs to reallocate funds away from underperforming or redundant programs to create a new project that serves new participants. Newly formed projects must be Rapid Re-Housing (RRH), Permanent Supportive Housing (PSH), Rapid Re-Housing/Transitional Housing (RRH/TH) (as defined by the annual Notice of Funding Availability - NOFA), HMIS, or Support Services Only – Coordinated Entry. The Reallocation policy will serve as a mechanism to help the NH BoSCoC match project inventory to the needs of the homeless population in NH, as demonstrated by the annual Point In Time count.

CoC program funds may be reallocated either by a voluntary process, or an involuntary process as decided by the CoC Executive Committee.

Performance Measures:

HUD is increasingly focusing on System Performance Measures and Annual Performance Reports when making funding decisions. Please see HUD'S System Performance Measures: An Introductory Guide at <https://www.hudexchange.info/programs/coc/system-performance-measures/> for more information on performance expectations.

Voluntary Reallocation:

- CoC Program recipients are able to voluntarily reallocate their CoC renewal funds in order to create new projects.
- CoC Program recipients wishing to voluntarily reallocate their funds must inform the CoC Program Administrator at BHHS in writing as soon as they have made the decision to reallocate, and NO LATER than 1 week after the annual release of the NOFA.
- CoC Program recipients that voluntarily reallocate their funding are eligible to apply for a new project using the reallocated funds if the proposed project meets HUD's eligible new project guidelines as established by the NOFA, and will fill an identified local need.
- CoC Program recipients that voluntarily reallocate their funds and wish to apply for a new project (if HUD provides bonus funds) will be required to participate in a competitive process with other CoC Program applicants that apply for new projects.

Involuntary Reallocation:

- CoC Program-funded projects will be monitored by the CoC Program Administrator at BHHS at least annually. Results of annual monitoring visits will be made available to the BoSCoC during bi-monthly CoC meetings. Details to be made public will be limited to HUD's expected

performance measures, percentage of grant spent down, and HMIS data quality (specifically the percentage of data with null or missing values for any of the universal data elements).

- The CoC will establish a threshold for acceptable performance and ranking scores based on the System Performance Measures.
- If a program is deemed to be underperforming based on CoC program monitoring, a corrective action plan will be issued, with one year for the project to make improvements.
- If the project is still underperforming during the following CoC Program NOFA rank and review process, they will not be eligible to submit a renewal application and the project funds will be made available for a new reallocation project application through a local competitive process.

Executive Committee:

The BoSCoC Executive Committee shall review and approve all reallocation decisions. Due to possible time constraints during the NOFA process, Executive Committee meetings may happen either in person or via conference call. All Executive Committee meetings will be documented in meeting minutes, which will be distributed to the CoC through email, and will be posted on the BoSCoC page of the BHHS website.

Conflict of Interest:

Any Executive Committee member whose agency receives CoC Program funding through the BoSCoC shall recuse themselves from the reallocation decision process.

From: Schott, Kristiane
Sent: Thursday, August 31, 2017 12:19 PM
To: R Littlefield; A Labrie; Christine Racine; 'Steven Gregoire'
Subject: CORRECTED: FY2017 Renewal project applications acceptance, rejection, or refusal

Dear Mr. Littlefield,

Congratulations! Your CoC Program project application, BM CAP RRH Program, the NH Balance of State Continuum of Care (NH BoSCoC) was selected to be submitted as part of NH BoSCoC FY17 CoC Program Consolidated Application. The maximum score was 160 points and your project scored 153 points. The NH BoSCoC and Bureau of Homeless and Housing Services appreciates your participation in this process and looks forward to working with your agency on these projects.

The project budget for both recipient and subrecipient is \$170,968 for a one year grant. This award and final funding levels is dependent on actual Federal funds availability and approval by Governor and Council. Any award amount authorized is subject to change.

APPEALS: If you wish to submit an appeal, please notify Kristi Schott by September 1, 2017, 4:30pm.

Per the NH-500 BoSCoC Program Rank & Review Policy:

Grievance procedure:

If an applicant disagrees with their score, or placement on the ranking list, they may express their grievance in writing to the CoC Program Administrator within one business day of the list being published/distributed.

The BoSCoC Executive Committee will hold an emergency conference call to discuss the grievance, and to make a final decision. The applicant will be notified of the Executive Committee's decision in writing by the CoC Program Administrator within one business day of the meeting.

Secondly, per the FY 2017 CoC Program Competition NOFA, page 6:

Any project applicant whose project is rejected may appeal the local CoC competition decision to HUD if the project applicant believes it was denied the opportunity to participate in the local CoC planning process in a reasonable manner by submitting a Solo Application in *e-snaps* directly to HUD prior to the application deadline of **8:00 p.m. Eastern time on September 28, 2017**. The CoC's notification of rejection of the project application in the local competition must be attached to the Solo Application. If the CoC fails to provide written notification outside of *e-snaps*, the Solo Applicant must attach evidence that it attempted to participate in the local CoC planning process and submitted a project application that met the local deadlines, along with a statement that the CoC did not provide the Solo Applicant written notification of the CoC rejecting the project in the local CoC competition. CoCs that fail to provide rejection notification to a project applicant that submitted its project application within the local deadline will receive 0 points under in Section VII.A.2.d. of this NOFA.

If you have any questions regarding this, please contact me at, (603)271-9194.

Sincerely,
Kristi Schott, MA

Kristi Schott, MA
CoC Program Administrator
Bureau of Homeless & Housing Services
NH Department of Health & Human Services
129 Pleasant St.
Concord, NH 03301
P: (603)271-9194
F: (603)271-5139

Please note that my email address has changed to Kristiane.Schott@dhhs.nh.gov

"Unless someone like you cares a whole awful lot, nothing is going to get better. It's not." -Dr. Seuss

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From: Schott, Kristiane
Sent: Thursday, August 31, 2017 12:53 PM
To: Hatfield, Melissa
Cc: Lane, Julie; Petzold, Heidi
Subject: FY 2017 Notification of Project Acceptance or Rejection

Dear Ms. Hatfield,

Congratulations! Your CoC Program project applications, Homeless Management Information- Balance of State and NH Coordinated Entry , to the NH Balance of State Continuum of Care (NH BoSCoC) was selected to be submitted as part of NH BoSCoC FY17 CoC Program Consolidated Application. The maximum score was 160 points The maximum score was 160 points. Below is a listing of the two the accepted renewal project applications, their score and rank, and project budgets for both the recipient and subrecipient for a one year grant. This award and final funding levels is dependent on actual Federal funds availability and approval by Governor and Council. Any award amount authorized is subject to change.

	Score	Rank	Total(ARD+Bonus)
Homeless Management Information System - Balance of State	n/a	22	\$77,996
NH Coordinated Entry	n/a	23	\$351,403

The NH BoSCoC and Bureau of Homeless and Housing Services appreciates your participation in this process and looks forward to working with your agency on these projects.

APPEALS: If you wish to submit an appeal, please notify Kristi Schott by September 1, 2017, 4:30pm.

Per the NH-500 BoSCoC Program Rank & Review Policy:

Grievance procedure:

If an applicant disagrees with their score, or placement on the ranking list, they may express their grievance in writing to the CoC Program Administrator within one business day of the list being published/distributed. The BoSCoC Executive Committee will hold an emergency conference call to discuss the grievance, and to make a final decision. The applicant will be notified of the Executive Committee's decision in writing by the CoC Program Administrator within one business day of the meeting.

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that the CoC did not provide the Solo Applicant written notification of the CoC rejecting the project in the local CoC competition. CoCs that fail to provide rejection notification to a project applicant that submitted its project application within the local deadline will receive 0 points under in Section VII.A.2.d. of this NOFA.

If you have any questions regarding this, please contact me at, (603)271-9194.

Sincerely,

Kristi Schott, MA
CoC Program Administrator
Bureau of Homeless & Housing Services
NH Department of Health & Human Services
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Please note that my email address has changed to Kristiane.Schott@dhhs.nh.gov

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From: Schott, Kristiane
Sent: Thursday, August 31, 2017 12:24 PM
To: Barry Quimby; Scott St. Pierre
Subject: CORRECTED: notification of FY 2017 Renewal Project Applications Acceptance and Rejection

Dear Mr. Quimby,

Congratulations! Your 4 CoC Program project renewal applications were selected to be submitted as part of NH BoSCoC FY17 CoC Program Consolidated Application. The maximum score was 160 points. Below is a listing of each of 4 the accepted renewal project applications, their score and rank, and project budgets for both the recipient and subrecipient for a one year grant. This award and final funding levels is dependent on actual Federal funds availability and approval by Governor and Council. Any award amount authorized is subject to change.

	Score	Rank	Total(ARD+Bonus)
CLM FAMILY HOUSING I	81	24	\$260,353
CLM PH I	123	5	\$274,611
CLM Shelter Plus Care	121	7	\$277,860
CLM Shelter Plus Care II	106	16	\$69,001

APPEALS: If you wish to submit an appeal, please notify Kristi Schott by September 1, 2017, 4:30pm.

Per the NH-500 BoSCoC Program Rank & Review Policy:

Grievance procedure:

If an applicant disagrees with their score, or placement on the ranking list, they may express their grievance in writing to the CoC Program Administrator within one business day of the list being published/distributed.

The BoSCoC Executive Committee will hold an emergency conference call to discuss the grievance, and to make a final decision. The applicant will be notified of the Executive Committee's decision in writing by the CoC Program Administrator within one business day of the meeting.

Secondly, per the FY 2017 CoC Program Competition NOFA, page 6:

Any project applicant whose project is rejected may appeal the local CoC competition decision to HUD if the project applicant believes it was denied the opportunity to participate in the local CoC planning process in a reasonable manner by submitting a Solo Application in *e-snaps* directly to HUD prior to the application deadline of **8:00 p.m. Eastern time on September 28, 2017**. The CoC's notification of rejection of the project application in the local competition must be attached to the Solo Application. If the CoC fails to provide written notification outside of *e-snaps*, the Solo Applicant must attach evidence that it attempted to participate in the local CoC planning process and submitted a project application that met the local deadlines, along with a statement that the CoC did not provide the Solo Applicant written notification of the CoC rejecting the project in the local CoC competition. CoCs that fail to provide rejection notification to a project applicant that submitted its project application within the local deadline will receive 0 points under in Section VII.A.2.d. of this NOFA.

The NH BoSCoC and Bureau of Homeless and Housing Services appreciates your participation in this process and looks forward to working with your agency on these projects.

If you have any questions regarding this, please contact me at, (603)271-9194.

Sincerely,

Kristi Schott, MA
CoC Program Administrator
Bureau of Homeless & Housing Services
NH Department of Health & Human Services
129 Pleasant St.
Concord, NH 03301
P: (603)271-9194
F: (603)271-5139

Please note that my email address has changed to Kristiane.Schott@dhhs.nh.gov

"Unless someone like you cares a whole awful lot, nothing is going to get better. It's not." -Dr. Seuss

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From: Schott, Kristiane
Sent: Thursday, August 31, 2017 12:22 PM
To: Martha Stone; Sandra Beaudry; Susan Duchnesy (finance@crossroadshouse.org)
Subject: CORRECTED: Notification of FY2017 Renewal Project Applications Acceptance or Rejection

Dear Ms. Stone,

Congratulations! Your CoC Program project application, CRH/ CCEH Permanent Supportive Housing, to the NH Balance of State Continuum of Care (NH BoSCoC) was selected to be submitted as part of NH BoSCoC FY17 CoC Program Consolidated Application. The maximum score was 160 points and your project scored 133 points. The NH BoSCoC and Bureau of Homeless and Housing Services appreciates your participation in this process and looks forward to working with your agency on these projects.

The project budget for both recipient and subrecipient is \$280,899 for a one year grant. This award and final funding levels is dependent on actual Federal funds availability and approval by Governor and Council. Any award amount authorized is subject to change.

APPEALS: If you wish to submit an appeal, please notify Kristi Schott by September 1, 2017, 4:30pm.

Per the NH-500 BoSCoC Program Rank & Review Policy:

Grievance procedure:

If an applicant disagrees with their score, or placement on the ranking list, they may express their grievance in writing to the CoC Program Administrator within one business day of the list being published/distributed.

The BoSCoC Executive Committee will hold an emergency conference call to discuss the grievance, and to make a final decision. The applicant will be notified of the Executive Committee's decision in writing by the CoC Program Administrator within one business day of the meeting.

Secondly, per the FY 2017 CoC Program Competition NOFA, page 6:

Any project applicant whose project is rejected may appeal the local CoC competition decision to HUD if the project applicant believes it was denied the opportunity to participate in the local CoC planning process in a reasonable manner by submitting a Solo Application in *e-snaps* directly to HUD prior to the application deadline of **8:00 p.m. Eastern time on September 28, 2017**. The CoC's notification of rejection of the project application in the local competition must be attached to the Solo Application. If the CoC fails to provide written notification outside of *e-snaps*, the Solo Applicant must attach evidence that it attempted to participate in the local CoC planning process and submitted a project application that met the local deadlines, along with a statement that the CoC did not provide the Solo Applicant written notification of the CoC rejecting the project in the local CoC competition. CoCs that fail to provide rejection notification to a project applicant that submitted its project application within the local deadline will receive 0 points under in Section VII.A.2.d. of this NOFA.

If you have any questions regarding this, please contact me at, (603)271-9194.

Sincerely,

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From: Schott, Kristiane
Sent: Thursday, August 31, 2017 12:33 PM
To: Cathy Kuhn; 'Mark Stokes'; Michele Simard; 'mbeauregard@fitnh.org'
Subject: Notification of FY2017 Renewal Project Applications Acceptance or Rejection

Dear Ms. Beauregard,

Congratulations! Your 5 CoC Program project renewal applications were selected to be submitted as part of NH BoSCoC FY17 CoC Program Consolidated Application. The maximum score was 160 points. Below is a listing of each of 5 the accepted renewal project applications, their score and rank, and project budgets for both the recipient and subrecipient for a one year grant. This award and final funding levels is dependent on actual Federal funds availability and approval by Governor and Council. Any award amount authorized is subject to change.

Score Rank Total(ARD+Bonus)

Families in Transition Concord Community Permanent Housing Program	128	4	\$101,995
Families in Transition Permanent Housing Program - Concord	116	9	\$70,343
FIT: Dover Permanent Housing	111	12	\$101,830
Home at Last	99	18	\$167,601
FIT Concord Community Leasing II	98	19	\$95,986

APPEALS: If you wish to submit an appeal, please notify Kristi Schott by September 1, 2017, 4:30pm.

Per the NH-500 BoSCoC Program Rank & Review Policy:

Grievance procedure:

If an applicant disagrees with their score, or placement on the ranking list, they may express their grievance in writing to the CoC Program Administrator within one business day of the list being published/distributed.

The BoSCoC Executive Committee will hold an emergency conference call to discuss the grievance, and to make a final decision. The applicant will be notified of the Executive Committee's decision in writing by the CoC Program Administrator within one business day of the meeting.

Secondly, per the FY 2017 CoC Program Competition NOFA, page 6:

Any project applicant whose project is rejected may appeal the local CoC competition decision to HUD if the project applicant believes it was denied the opportunity to participate in the local CoC planning process in a reasonable manner by submitting a Solo Application in *e-snaps* directly to HUD prior to the application deadline of **8:00 p.m. Eastern time on September 28, 2017**. The CoC's notification of rejection of the project application in the local competition must be attached to the Solo Application. If the CoC fails to provide written notification outside of *e-snaps*, the Solo Applicant must attach evidence that it attempted to participate in the local CoC planning process and submitted a project application that met the local deadlines, along with a statement

that the CoC did not provide the Solo Applicant written notification of the CoC rejecting the project in the local CoC competition. CoCs that fail to provide rejection notification to a project applicant that submitted its project application within the local deadline will receive 0 points under in Section VII.A.2.d. of this NOFA.

The NH BoSCoC and Bureau of Homeless and Housing Services appreciates your participation in this process and looks forward to working with your agency on these projects.

If you have any questions regarding this, please contact me at, (603)271-9194.

Sincerely,

Kristi Schott, MA
CoC Program Administrator
Bureau of Homeless & Housing Services
NH Department of Health & Human Services
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Concord, NH 03301
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From: Schott, Kristiane
Sent: Thursday, August 31, 2017 12:30 PM
To: Lemke,Chelsea; 'St. Laurent,Kali'; Sunshine Fisk (sfisk@genesisbh.org); Roy, Lise
Subject: FY 2017 Notification of Renewal Project Applications Acceptance or Rejection

Dear Ms. Lemke,

Congratulations! Your 2 CoC Program project renewal applications were selected to be submitted as part of NH BoSCoC FY17 CoC Program Consolidated Application. The maximum score was 160 points. Below is a listing of each of 2 the accepted renewal project applications, their score and rank, and project budgets for both the recipient and subrecipient for a one year grant. This award and final funding levels is dependent on actual Federal funds availability and approval by Governor and Council. Any award amount authorized is subject to change.

Score Rank Total(ARD+Bonus)

McGrath Street Permanent Housing	65	25	\$96,905
Genesis Behavioral Health-Summer Street Project	94	21	\$40,471

APPEALS: If you wish to submit an appeal, please notify Kristi Schott by September 1, 2017, 4:30pm.

Per the NH-500 BoSCoC Program Rank & Review Policy:

Grievance procedure:

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The BoSCoC Executive Committee will hold an emergency conference call to discuss the grievance, and to make a final decision. The applicant will be notified of the Executive Committee's decision in writing by the CoC Program Administrator within one business day of the meeting.

Secondly, per the FY 2017 CoC Program Competition NOFA, page 6:

Any project applicant whose project is rejected may appeal the local CoC competition decision to HUD if the project applicant believes it was denied the opportunity to participate in the local CoC planning process in a reasonable manner by submitting a Solo Application in *e-snaps* directly to HUD prior to the application deadline of **8:00 p.m. Eastern time on September 28, 2017**. The CoC's notification of rejection of the project application in the local competition must be attached to the Solo Application. If the CoC fails to provide written notification outside of *e-snaps*, the Solo Applicant must attach evidence that it attempted to participate in the local CoC planning process and submitted a project application that met the local deadlines, along with a statement that the CoC did not provide the Solo Applicant written notification of the CoC rejecting the project in the local CoC competition. CoCs that fail to provide rejection notification to a project applicant that submitted its project application within the local deadline will receive 0 points under in Section VII.A.2.d. of this NOFA.

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From: Schott, Kristiane
Sent: Thursday, August 31, 2017 12:36 PM
To: jmackay@northernhs.org; cmartin@northernhs.org; Eric Johnson
Subject: FY2017 Notification of Renewal Project Applications Acceptance or Rejection

Dear Ms. MacKay,

Congratulations! Your CoC Program project application, Gilpin House, to the NH Balance of State Continuum of Care (NH BoSCoC) was selected to be submitted as part of NH BoSCoC FY17 CoC Program Consolidated Application. The maximum score was 160 points and your project scored 100 points. The NH BoSCoC and Bureau of Homeless and Housing Services appreciates your participation in this process and looks forward to working with your agency on these projects.

The project budget for both recipient and subrecipient is \$129,535 for a one year grant. This award and final funding levels is dependent on actual Federal funds availability and approval by Governor and Council. Any award amount authorized is subject to change.

APPEALS: If you wish to submit an appeal, please notify Kristi Schott by September 1, 2017, 4:30pm.

Per the NH-500 BoSCoC Program Rank & Review Policy:

Grievance procedure:

If an applicant disagrees with their score, or placement on the ranking list, they may express their grievance in writing to the CoC Program Administrator within one business day of the list being published/distributed.

The BoSCoC Executive Committee will hold an emergency conference call to discuss the grievance, and to make a final decision. The applicant will be notified of the Executive Committee's decision in writing by the CoC Program Administrator within one business day of the meeting.

Secondly, per the FY 2017 CoC Program Competition NOFA, page 6:

Any project applicant whose project is rejected may appeal the local CoC competition decision to HUD if the project applicant believes it was denied the opportunity to participate in the local CoC planning process in a reasonable manner by submitting a Solo Application in *e-snaps* directly to HUD prior to the application deadline of **8:00 p.m. Eastern time on September 28, 2017**. The CoC's notification of rejection of the project application in the local competition must be attached to the Solo Application. If the CoC fails to provide written notification outside of *e-snaps*, the Solo Applicant must attach evidence that it attempted to participate in the local CoC planning process and submitted a project application that met the local deadlines, along with a statement that the CoC did not provide the Solo Applicant written notification of the CoC rejecting the project in the local CoC competition. CoCs that fail to provide rejection notification to a project applicant that submitted its project application within the local deadline will receive 0 points under in Section VII.A.2.d. of this NOFA.

If you have any questions regarding this, please contact me at, (603)271-9194.

Sincerely,

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CoC Program Administrator
Bureau of Homeless & Housing Services
NH Department of Health & Human Services
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From: Schott, Kristiane
Sent: Thursday, August 31, 2017 12:20 PM
To: Ana Pancine; 'Kyle Farrell'; 'Vanessa Talasazan'
Subject: CORRECTED: Notification of FY2017 Renewal project Acceptance or Rejection

Dear Ms. Pancine;

Congratulations! Your CoC Program project application, HHI: BOS PSH I to the NH Balance of State Continuum of Care (NH BoSCoC) was selected to be submitted as part of NH BoSCoC FY17 CoC Program Consolidated Application. The maximum score was 160 points and your project scored 159 points. The NH BoSCoC and Bureau of Homeless and Housing Services appreciates your participation in this process and looks forward to working with your agency on these projects.

The project budget for both recipient and subrecipient is \$172,626 for a one year grant. This award and final funding levels is dependent on actual Federal funds availability and approval by Governor and Council. Any award amount authorized is subject to change.

APPEALS: If you wish to submit an appeal, please notify Kristi Schott by September 1, 2017, 4:30pm.

Per the NH-500 BoSCoC Program Rank & Review Policy:

Grievance procedure:

If an applicant disagrees with their score, or placement on the ranking list, they may express their grievance in writing to the CoC Program Administrator within one business day of the list being published/distributed.

The BoSCoC Executive Committee will hold an emergency conference call to discuss the grievance, and to make a final decision. The applicant will be notified of the Executive Committee's decision in writing by the CoC Program Administrator within one business day of the meeting.

Secondly, per the FY 2017 CoC Program Competition NOFA, page 6:

Any project applicant whose project is rejected may appeal the local CoC competition decision to HUD if the project applicant believes it was denied the opportunity to participate in the local CoC planning process in a reasonable manner by submitting a Solo Application in *e-snaps* directly to HUD prior to the application deadline of **8:00 p.m. Eastern time on September 28, 2017**. The CoC's notification of rejection of the project application in the local competition must be attached to the Solo Application. If the CoC fails to provide written notification outside of *e-snaps*, the Solo Applicant must attach evidence that it attempted to participate in the local CoC planning process and submitted a project application that met the local deadlines, along with a statement that the CoC did not provide the Solo Applicant written notification of the CoC rejecting the project in the local CoC competition. CoCs that fail to provide rejection notification to a project applicant that submitted its project application within the local deadline will receive 0 points under in Section VII.A.2.d. of this NOFA.

If you have any questions regarding this, please contact me at, (603)271-9194.

Sincerely,

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CoC Program Administrator
Bureau of Homeless & Housing Services
NH Department of Health & Human Services
129 Pleasant St.
Concord, NH 03301
P: (603)271-9194
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From: Schott, Kristiane
Sent: Thursday, August 31, 2017 12:31 PM
To: Craig Henderson; Meg Freeman
Subject: FY2017 Notification of FY2017 Renewal Project Applications Acceptance or Rejection

Dear Mr. Henderson,

Congratulations! Your 6 CoC Program project renewal applications were selected to be submitted as part of NH BoSCoC FY17 CoC Program Consolidated Application. The maximum score was 160 points. Below is a listing of each of 6 the accepted renewal project applications, their score and rank, and project budgets for both the recipient and subrecipient for a one year grant. This award and final funding levels is dependent on actual Federal funds availability and approval by Governor and Council. Any award amount authorized is subject to change.

Score Rank Total(ARD+Bonus)

Sullivan County Fresh Steps PH Program	121	6	\$113,823
Next Steps Permanent Housing Program	118	8	\$86,837
SCS Permanent Housing Project	112	11	\$81,642
SCS Rapid Re-Housing Program	107	14	\$115,002
SCS Shelter Plus Care	106	15	\$273,952
Central Street PHP	95	20	\$68,369

APPEALS: If you wish to submit an appeal, please notify Kristi Schott by September 1, 2017, 4:30pm.

Per the NH-500 BoSCoC Program Rank & Review Policy:

Grievance procedure:

If an applicant disagrees with their score, or placement on the ranking list, they may express their grievance in writing to the CoC Program Administrator within one business day of the list being published/distributed.

The BoSCoC Executive Committee will hold an emergency conference call to discuss the grievance, and to make a final decision. The applicant will be notified of the Executive Committee's decision in writing by the CoC Program Administrator within one business day of the meeting.

Secondly, per the FY 2017 CoC Program Competition NOFA, page 6:

Any project applicant whose project is rejected may appeal the local CoC competition decision to HUD if the project applicant believes it was denied the opportunity to participate in the local CoC planning process in a reasonable manner by submitting a Solo Application in *e-snaps* directly to HUD prior to the application deadline of **8:00 p.m. Eastern time on September 28, 2017**. The CoC's notification of rejection of the project application in the local competition must be attached to the Solo Application. If the CoC fails to provide written notification outside of *e-snaps*, the Solo Applicant must attach evidence that it attempted to participate in the local CoC planning process and submitted a project application that met the local deadlines, along with a statement

that the CoC did not provide the Solo Applicant written notification of the CoC rejecting the project in the local CoC competition. CoCs that fail to provide rejection notification to a project applicant that submitted its project application within the local deadline will receive 0 points under in Section VII.A.2.d. of this NOFA.

The NH BoSCoC and Bureau of Homeless and Housing Services appreciates your participation in this process and looks forward to working with your agency on these projects.

If you have any questions regarding this, please contact me at, (603)271-9194.

Sincerely,

Kristi Schott, MA
CoC Program Administrator
Bureau of Homeless & Housing Services
NH Department of Health & Human Services
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From: Schott, Kristiane
Sent: Thursday, August 31, 2017 12:38 PM
To: Hatfield, Melissa
Subject: FY2017 Notification of Renewal Project Applications Acceptance or Rejection

Dear Ms. Hatfield,

Congratulations! Your CoC Program project application, Springbrook Condominium Project , to the NH Balance of State Continuum of Care (NH BoSCoC) was selected to be submitted as part of NH BoSCoC FY17 CoC Program Consolidated Application. The maximum score was 160 points and your project scored 107 points. The NH BoSCoC and Bureau of Homeless and Housing Services appreciates your participation in this process and looks forward to working with your agency on these projects.

The project budget for both recipient **and** subrecipient is \$14,953 for a one year grant. This award and final funding levels is dependent on actual Federal funds availability and approval by Governor and Council. Any award amount authorized is subject to change.

APPEALS: If you wish to submit an appeal, please notify Kristi Schott by September 1, 2017, 4:30pm.

Per the NH-500 BoSCoC Program Rank & Review Policy:

Grievance procedure:

If an applicant disagrees with their score, or placement on the ranking list, they may express their grievance in writing to the CoC Program Administrator within one business day of the list being published/distributed.

The BoSCoC Executive Committee will hold an emergency conference call to discuss the grievance, and to make a final decision. The applicant will be notified of the Executive Committee's decision in writing by the CoC Program Administrator within one business day of the meeting.

Secondly, per the FY 2017 CoC Program Competition NOFA, page 6:

Any project applicant whose project is rejected may appeal the local CoC competition decision to HUD if the project applicant believes it was denied the opportunity to participate in the local CoC planning process in a reasonable manner by submitting a Solo Application in *e-snaps* directly to HUD prior to the application deadline of **8:00 p.m. Eastern time on September 28, 2017**. The CoC's notification of rejection of the project application in the local competition must be attached to the Solo Application. If the CoC fails to provide written notification outside of *e-snaps*, the Solo Applicant must attach evidence that it attempted to participate in the local CoC planning process and submitted a project application that met the local deadlines, along with a statement that the CoC did not provide the Solo Applicant written notification of the CoC rejecting the project in the local CoC competition. CoCs that fail to provide rejection notification to a project applicant that submitted its project application within the local deadline will receive 0 points under in Section VII.A.2.d. of this NOFA.

If you have any questions regarding this, please contact me at, (603)271-9194.

Sincerely,

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NH Department of Health & Human Services
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From: Schott, Kristiane
Sent: Thursday, August 31, 2017 12:17 PM
To: PThyng@communitypartnersnh.org; Suzanne Bagdasarian
Subject: Notification of Acceptance or Renewal of Project Applications

Dear Ms. Thyng,

Congratulations! Your CoC Program project application, Tideview Condos: Permanent Housing for Persons with Disabilities, to the NH Balance of State Continuum of Care (NH BoSCoC) was selected to be submitted as part of NH BoSCoC FY17 CoC Program Consolidated Application. The maximum score was 160 points and your project scored 114 points. The NH BoSCoC and Bureau of Homeless and Housing Services appreciates your participation in this process and looks forward to working with your agency on these projects.

The project budget for both recipient and subrecipient is \$41,829 for a one year grant. This award and final funding levels is dependent on actual Federal funds availability and approval by Governor and Council. Any award amount authorized is subject to change.

APPEALS: If you wish to submit an appeal, please notify Kristi Schott by September 1, 2017, 4:30pm.

Per the NH-500 BoSCoC Program Rank & Review Policy:

Grievance procedure:

If an applicant disagrees with their score, or placement on the ranking list, they may express their grievance in writing to the CoC Program Administrator within one business day of the list being published/distributed.

The BoSCoC Executive Committee will hold an emergency conference call to discuss the grievance, and to make a final decision. The applicant will be notified of the Executive Committee's decision in writing by the CoC Program Administrator within one business day of the meeting.

Secondly, per the FY 2017 CoC Program Competition NOFA, page 6:

Any project applicant whose project is rejected may appeal the local CoC competition decision to HUD if the project applicant believes it was denied the opportunity to participate in the local CoC planning process in a reasonable manner by submitting a Solo Application in *e-snaps* directly to HUD prior to the application deadline of **8:00 p.m. Eastern time on September 28, 2017**. The CoC's notification of rejection of the project application in the local competition must be attached to the Solo Application. If the CoC fails to provide written notification outside of *e-snaps*, the Solo Applicant must attach evidence that it attempted to participate in the local CoC planning process and submitted a project application that met the local deadlines, along with a statement that the CoC did not provide the Solo Applicant written notification of the CoC rejecting the project in the local CoC competition. CoCs that fail to provide rejection notification to a project applicant that submitted its project application within the local deadline will receive 0 points under in Section VII.A.2.d. of this NOFA.

If you have any questions regarding this, please contact me at, (603)271-9194.

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From: Schott, Kristiane
Sent: Wednesday, September 13, 2017 3:01 PM
To: R Littlefield; A Labrie; Christine Racine
Subject: FW: FY 2017 Notification of Acceptance, refusal, or rejection of project applications
Attachments: BMCAP.docx

Dear Mr. Littlefield,

Congratulations! Your CoC Program project application, BMCAP RRH Program Expansion, to the NH Balance of State Continuum of Care (NH BoSCoC) was selected to be submitted as part of NH BoSCoC FY17 CoC Program Consolidated Application. The maximum score was 76 points and your project scored 65 points. The NH BoSCoC and Bureau of Homeless and Housing Services appreciates your participation in this process and looks forward to working with your agency on these projects.

The project budget for both recipient and subrecipient is \$88,346 for a one year grant. This award and final funding levels is dependent on actual Federal funds availability and approval by Governor and Council. Any award amount authorized is subject to change.

Please see the attached document for further feedback from the review committee.

APPEALS: If you wish to submit an appeal, please notify Kristi Schott by September 1, 2017, 4:30pm.

Per the NH-500 BoSCoC Program Rank & Review Policy:

Grievance procedure:

If an applicant disagrees with their score, or placement on the ranking list, they may express their grievance in writing to the CoC Program Administrator within one business day of the list being published/distributed.

The BoSCoC Executive Committee will hold an emergency conference call to discuss the grievance, and to make a final decision. The applicant will be notified of the Executive Committee's decision in writing by the CoC Program Administrator within one business day of the meeting.

Secondly, per the FY 2017 CoC Program Competition NOFA, page 6:

Any project applicant whose project is rejected may appeal the local CoC competition decision to HUD if the project applicant believes it was denied the opportunity to participate in the local CoC planning process in a reasonable manner by submitting a Solo Application in *e-snaps* directly to HUD prior to the application deadline of **8:00 p.m. Eastern time on September 28, 2017**. The CoC's notification of rejection of the project application in the local competition must be attached to the Solo Application. If the CoC fails to provide written notification outside of *e-snaps*, the Solo Applicant must attach evidence that it attempted to participate in the local CoC planning process and submitted a project application that met the local deadlines, along with a statement that the CoC did not provide the Solo Applicant written notification of the CoC rejecting the project in the local CoC competition. CoCs that fail to provide rejection notification to a project applicant that submitted its project application within the local deadline will receive 0 points under in Section VII.A.2.d. of this NOFA.

If you have any questions regarding this, please contact me at, (603)271-9194.

Sincerely,

Kristi Schott, MA
CoC Program Administrator
Bureau of Homeless & Housing Services
NH Department of Health & Human Services
129 Pleasant St.
Concord, NH 03301
P: (603)271-9194
F: (603)271-5139

Kristi Schott, MA
CoC Program Administrator
Bureau of Homeless & Housing Services
NH Department of Health & Human Services
129 Pleasant St.
Concord, NH 03301
P: (603)271-9194
F: (603)271-5139

Please note that my email address has changed to Kristiane.Schott@dhhs.nh.gov

"Unless someone like you cares a whole awful lot, nothing is going to get better. It's not." -Dr. Seuss

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From: Schott, Kristiane
Sent: Wednesday, August 30, 2017 5:20 PM
To: 'Martha Stone'
Cc: Martha Stone; Sandra Beaudry; Susan Duchnesy (finance@crossroadshouse.org)
Subject: RE: Notification of FY 2017 acceptance, refusal, or rejection of project applications

Welcome!

Kristi Schott, MA
CoC Program Administrator
Bureau of Homeless & Housing Services
NH Department of Health & Human Services
129 Pleasant St.
Concord, NH 03301
P: (603)271-9194
F: (603)271-5139

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From: Martha Stone [<mailto:m.stone@crossroadshouse.org>]
Sent: Wednesday, August 30, 2017 4:45 PM
To: Schott, Kristiane
Cc: Martha Stone; Sandra Beaudry; Susan Duchnesy (finance@crossroadshouse.org)
Subject: Re: Notification of FY 2017 acceptance, refusal, or rejection of project applications

Thanks very much Kristi! That's great news.
Martha

Martha Stone
Executive Director
Cross Roads House
600 Lafayette Road
Portsmouth, NH 03801

Phone: [603-436-2218](tel:603-436-2218) ext. 110
Fax: [603-430-9217](tel:603-430-9217)
martha@crossroadshouse.org
www.crossroadshouse.org

On Wed, Aug 30, 2017 at 3:25 PM, Schott, Kristiane <Kristiane.Schott@dhhs.nh.gov> wrote:

Dear Ms. Stone,

Congratulations! Your CoC Program project application, CRH/ CCEH Permanent Supportive Housing Expansion, to the NH Balance of State Continuum of Care (NH BoSCoC) was selected to be submitted as part of NH BoSCoC FY17 CoC Program Consolidated Application. The maximum score was 76 points and your project scored 76 points. The NH BoSCoC and Bureau of Homeless and Housing Services appreciates your participation in this process and looks forward to working with your agency on these projects.

The project budget for both recipient and subrecipient is \$88,346 for a one year grant. This award and final funding levels is dependent on actual Federal funds availability and approval by Governor and Council. Any award amount authorized is subject to change.

Please see the attached document for further feedback from the review committee.

If you have any questions regarding this, please contact me at, [\(603\)271-9194](tel:6032719194).

Sincerely,

Kristi Schott, MA

CoC Program Administrator
Bureau of Homeless & Housing Services

NH Department of Health & Human Services

129 Pleasant St.

Concord, NH 03301

P: [\(603\)271-9194](tel:6032719194)

F: [\(603\)271-5139](tel:6032715139)

Please note that my email address has changed to Kristiane.Schott@dhhs.nh.gov

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From: Schott, Kristiane
Sent: Thursday, August 31, 2017 11:48 AM
To: 'Ferringo, Dawn'
Cc: Hatfield, Melissa
Subject: Notification

Dear Ms. Ferringo,

Congratulations! Your CoC Program project application, TCCAP PSH, to the NH Balance of State Continuum of Care (NH BoSCoC) was selected to be submitted as part of NH BoSCoC FY17 CoC Program Consolidated Application. The maximum score was 76 points and your project scored 74 points. The NH BoSCoC and Bureau of Homeless and Housing Services appreciates your participation in this process and looks forward to working with your agency on these projects.

The project budget for both recipient and subrecipient is \$88,260 for a one year grant. This award and final funding levels is dependent on actual Federal funds availability and approval by Governor and Council. Any award amount authorized is subject to change.

Please see the attached document for further feedback from the review committee.

If you have any questions regarding this, please contact me at, (603)271-9194.

Sincerely,

Kristi Schott, MA
CoC Program Administrator
Bureau of Homeless & Housing Services
NH Department of Health & Human Services
129 Pleasant St.
Concord, NH 03301
P: (603)271-9194
F: (603)271-5139

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From: Schott, Kristiane
Sent: Wednesday, August 30, 2017 4:15 PM
To: 'Cameron Ford'
Cc: Hatfield, Melissa
Subject: CORRECTED: Notification of FY 2017 acceptance, refusal, or rejection of project applications

Dear Mr. Ford;

Thank you for your application for funding to the NH Balance of State Continuum of Care (NH BoSCoC) as part of our FY 17 CoC Program competition.

Your project was not selected for funding. The maximum score was 76 points and your project scored 54 points. The project did not pass the threshold and therefore is not eligible for funding consideration and was rejected by the committee. The project included ineligible activities, and therefore was rejected.

You may contact me if you would like more specifics on your project application. I will be sending further feedback at a later date.

The NH BoSCoC and Bureau of Homeless and Housing Services appreciates your participation in this process and we encourage you to continue to participate in NH BoSCoC activities in the future.

APPEALS: If you wish to submit an appeal, please notify Kristi Schott by September 1, 2017, 4:30pm.

Per the NH-500 BoSCoC Program Rank & Review Policy:

Grievance procedure:

If an applicant disagrees with their score, or placement on the ranking list, they may express their grievance in writing to the CoC Program Administrator within one business day of the list being published/distributed.

The BoSCoC Executive Committee will hold an emergency conference call to discuss the grievance, and to make a final decision. The applicant will be notified of the Executive Committee's decision in writing by the CoC Program Administrator within one business day of the meeting.

Secondly, per the FY 2017 CoC Program Competition NOFA, page 6:

Any project applicant whose project is rejected may appeal the local CoC competition decision to HUD if the project applicant believes it was denied the opportunity to participate in the local CoC planning process in a reasonable manner by submitting a Solo Application in *e-snaps* directly to HUD prior to the application deadline of **8:00 p.m. Eastern time on September 28, 2017**. The CoC's notification of rejection of the project application in the local competition must be attached to the Solo Application. If the CoC fails to provide written notification outside of *e-snaps*, the Solo Applicant must attach evidence that it attempted to participate in the local CoC planning process and submitted a project application that met the local deadlines, along with a statement that the CoC did not provide the Solo Applicant written notification of the CoC rejecting the project in the local CoC competition. CoCs that fail to provide rejection notification to a project applicant that submitted its project application within the local deadline will receive 0 points

under in Section VII.A.2.d. of this NOFA.

If you have any questions regarding this, please contact me at, (603)271-9194.

Kristi Schott, MA
CoC Program Administrator
Bureau of Homeless & Housing Services
NH Department of Health & Human Services
129 Pleasant St.
Concord, NH 03301
P: (603)271-9194
F: (603)271-5139

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From: Schott, Kristiane
Sent: Wednesday, August 30, 2017 4:13 PM
To: 'Ray Fanelli'
Cc: Hatfield, Melissa
Subject: CORRECTED: Notification of FY 2017 project applications acceptance, refusal, or rejection

Dear Mr. Fanelli,

Thank you for your application for funding to the NH Balance of State Continuum of Care (NH BoSCoC) as part of our FY 17 CoC Program competition.

Your project was not selected for funding. The maximum score was 76 points and your project scored 42 points. The project did not pass the threshold and therefore is not eligible for funding consideration and was rejected by the committee.

You may contact me if you would like more specifics on your project application. I will be sending further feedback at a later date.

The NH BoSCoC and Bureau of Homeless and Housing Services appreciates your participation in this process and we encourage you to continue to participate in NH BoSCoC activities in the future.

APPEALS: If you wish to submit an appeal, please notify Kristi Schott by September 1, 2017, 4:30pm.

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Grievance procedure:

If an applicant disagrees with their score, or placement on the ranking list, they may express their grievance in writing to the CoC Program Administrator within one business day of the list being published/distributed.

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under in Section VII.A.2.d. of this NOFA.

If you have any questions regarding this, please contact me at, (603)271-9194.

Sincerely,

Kristi Schott, MA
CoC Program Administrator
Bureau of Homeless & Housing Services
NH Department of Health & Human Services
129 Pleasant St.
Concord, NH 03301
P: (603)271-9194
F: (603)271-5139

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From: Hatfield, Melissa
Sent: Monday, September 18, 2017 12:22 PM
To: 'lwamser@nhla.org'; 'eberry@nhla.org'; 'csteinberg@nhla.org';
'AChrisstoffels@eastersealsnh.org'; 'vstafford@nhha.org';
'DShockley@granitepathways.org'; 'L.nichols@doover.nh.gov'; 'sfisk@genesisbh.org';
'MBrauch@urteachers.org'; 'cmartin@northernhs.org'; 'bcottrell@mcac-nh.org';
'HowardD@nashua.edu'; 'jhermanson@clmnh.org'; 'Krompton@straffordcap.org';
'jmackay@northernhs.org'; 'k.farrell@nhpartnership.org';
'Cindy@veteranhomestead.org'; 'Brenda@veteranhomestead.org';
's.beaudry@crossroadshouse.org'; Harlan, Michele; 'cameron.ford@headrest.org';
'a.pancine@harborhomes.org'; 'acampbell@straffordcap.org';
'achappell@friendsprogram.org'; 'acroberts@comcast.net';
'ADunn@riverbendcmhc.org'; 'alabrie@bm-cap.org'; 'aliceaa@gnmhc.org';
'Amanda.Lewis@USE.SalvationArmy.Org'; 'Amy.E.Yuhasz@hud.gov';
'angela@concordhomeless.org'; 'bandrewsparker@straffordcap.org';
'bguinther@nhhfa.org'; 'bquimby@clmnh.org'; 'bridgehouseinc@gmail.com';
'vmcclure@mvap.org'; 'Calvin.Smith@va.gov'; 'cary.gladstone@graniteuw.org';
'cathybentwood@gmail.com'; 'chenderson@scshelps.org'; 'ckuhn@fitnh.org';
'clemke@genesisbh.org'; 'cmeaney@lact.org'; 'Connor-
Belcourt@USE.SalvationArmy.Org'; 'crobicheau@straffordcap.org';
'Cynthia.E.Lopez@hud.gov'; 'johnperson@veteransinc.org'; 'dferringo@tccap.org';
Richard, Diana; Osterhoudt, Douglas; 'ellen@concordhomeless.org';
'Emily.Reisine@va.gov'; 'ephinney@lact.org'; 'flyfisherman.robert@gmail.com';
'gschneider@snhs.org'; 'heatherwames@aol.com'; 'cameron.ford@headrest.org';
'jallie@communitypartnersnh.org'; 'Jennifer.lasalle@wellsense.org'; 'jlaundis@smhc-
nh.org'; 'jmadden@friendsprogram.org'; 'jmanning@scshelps.org'; 'jmorris@snhs.org';
'JRauscher@eastersealsnh.org'; 'jrider@scshelps.org'; 'jrobillard@tccap.org';
'julian.long@rochesternh.net'; 'KatieMae.Stewart@ppnne.org'; 'katymcd35@gmail.com';
'kbates@rcaction.org'; 'kbavaro@urteachers.org'; 'kbeaulieu@fitnh.org';
'KellyE@cfsnh.org'; 'kgiles@genesisbh.org'; 'khussey@clmnh.org';
'kletendre@TCCAP.ORG'; 'kmorris@somersworth.com'; 'kstlaurent@genesisbh.org';
'kwalton@ci.salem.nh.us'; 'lberman@straffordcap.org'; 'lcampbell@nh-cc.org';
'leclair.s@rochesterschools.com'; 'LHazeltime@BM-Cap.org'; Boucher, Lisa;
'lisa@veteranhomestead.org'; 'LNfries@comcast.net'; 'lroy@genesisbh.org'; ThistleElliott,
Lynda; 'm.pendry@harborhomes.org'; 'madams@straffordcap.org';
'Martha@crossroadshouse.org'; 'mary@thewayhomenh.org'; 'mbeau@fitnh.org';
'Merilynn@Listencs.org'; 'mfreeman@scshelps.org'; 'mpritchard@genesisbh.org';
'mstokes@fitnh.org'; 'Nicole.Ligor@BMCHP-wellsense.org';
'p.kelleher@harborhomes.org'; 'PAM@NHCADSV.org'; 'pastorjon8675@hotmail.com';
'Paul.H.Cote@nhdoc.state.nh.us'; 'mbacon@fellowshiphousing.org'; 'pdriscoll@smhc-
nh.org'; 'jgilmore@fellowshiphousing.org'; 'pthyng@communitypartnersnh.org';
'pwyzik@mfs.org'; 'ray@veteranhomestead.org'; 'rboschen@tccap.org';
'RLittlefield@BM-Cap.org'; 'Robert.Mottola@va.gov'; 'rshea@communitypartnersnh.org';
'Scott.McNeil@USE.SalvationArmy.org'; 'scpinsonneault@gmail.com';
'sford@myfriendsplacenh.org'; 'sftsnh@gmail.com'; 'sgregoire@BM-Cap.org';
'sihnnh@comcast.net'; 'SMorrison@communitypartnersnh.org'; 'ssavard@fitnh.org';
'jhermanson@clmnh.org'; 'stephen.warren@USE.salvationarmy.org';
'sturner@familiesfirstseacoast.org'; 'Sue@concordhomeless.org';
'tccapandy@gmail.com'; 'ted.tighe@uvm.edu'; SMITH, TERRY; 'tm33782004
@gmail.com'; 'v.talasazan@nhpartnership.org'; 'vista@mcocnh.org';

To: 'vmcclure@mvap.org'; 'cathybentwood@gmail.com'; 'astone@tccap.org';
'amy.frechette@va.gov'; 'marie@nhcadsv.org'; 'jmackey@nhs.org'; 'jenny.connor-belcourt@use.salvationarmy.org'; 'EBerry@nhla.org'; 'CWellington@nhla.org'; 'Donna Curley'; 'brendonmeatley@veteransinc.org'; 'linda@nhcadsv.org';
'd.mitchell@crossroadshouse.org'; 'Melany Mondello'; 'clorentz@laclt.org';
'KGrenier@fitnh.org'; 'rweeks@uppervalleyhaven.org'; 'sarak@uppervalleyhaven.org';
'director@annemariehouse.org'; 'paula@cccnh.org'; 'execdir@belknaphouse.org';
'president@belknaphouse.org'; 'amoran@clmnh.org'; 'tom@housingactionnh.org'
Cc: 'Julie A Lane'; O'Connor, Betsy; O'Hara, Amy; Petzold, Heidi; Pitzer, Roger; Reagan, Mandy; Robbins, Nicole; Schott, Kristiane
Subject: BOSCO DRAFT COC application and DRAFT Priority Listing
Attachments: NH-500 DRAFT FY17 COC Application.pdf; NH-500 Draft Priority Listing.pdf

Good afternoon,

Attached you will find the DRAFT CoC application and DRAFT Priority Listing for NH-500 – Balance of State CoC. Please review and submit any feedback or comments to Melissa Hatfield (Melissa.hatfield@dhhs.nh.gov) and Kristi Schott (Kristiane.schott@dhhs.nh.gov) by **NOON on Wednesday, September 20, 2017**.

Melissa Hatfield, MSW
Bureau Administrator
Bureau of Homeless & Housing Services
129 Pleasant St.
Concord, NH 03301
P: 603-271-9197
F: 603-271-5139
melissa.hatfield@dhhs.nh.gov
<https://www.dhhs.nh.gov/dcbcs/bhhs/index.htm>
<https://www.facebook.com/NHBHHS/>

dhhs New Hampshire Department of HEALTH AND HUMAN SERVICES

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Bureau of Homeless and Housing Services



If you are experiencing a housing crisis, call [NH 2-1-1](#), or contact your local city or town welfare office. To find your local office, go to the [NH Municipal Association web site](#) and choose "Municipal Directory" from the Resource menu.

September 18, 2017

Please see the [DRAFT CoC application](#) and [DRAFT Priority Listing](#) for NH-500 - Balance of State CoC.

September 5, 2017

The [NH-500 BoSCoC FINAL Project Ranking and Scores for FY2017](#) is now available.

August 31, 2017

The [NH-500 BoSCoC Program Projects Ranking + Scores FY2017](#) is now available for review.

APPEALS: If you wish to submit an appeal, please email [Kristi Schott](#), or call (603) 271-9194, by 4:30pm on September 1, 2017.

Per the [NH-500 BoSCoC Program Rank & Review Policy/Grievance Procedure](#):

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- [Housing Services](#)
- [Balance of State Continuum of Care](#)
- [Publications](#)
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- [Shelter Services](#)
- [Contact Homeless & Housing Services](#)

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- [Homeless & Housing Rules](#)
- [HUD](#)
- [National Alliance to End](#)

From: Hatfield, Melissa
Sent: Friday, September 22, 2017 9:20 AM
To: 'a.pancine@harborhomes.org'; 'acampbell@straffordcap.org';
'achappell@friendsprogram.org'; 'AChrisstoffels@eastersealsnh.org';
'acroberts@comcast.net'; 'ADunn@riverbendcmhc.org'; 'alabrie@bm-cap.org';
'aliceaa@gnmhc.org'; 'Amanda.Lewis@USE.SalvationArmy.Org'; 'amoran@clmnh.org';
'Amy.E.Yuhasz@hud.gov'; 'amy.frechette@va.gov'; 'angela@concordhomeless.org';
'astone@tccap.org'; 'bandrewsparker@straffordcap.org'; 'bcottrell@mcac-nh.org';
'bguinther@nhhfa.org'; Boucher, Lisa; 'bquimby@clmnh.org';
'Brenda@veteranhomestead.org'; 'brendonmeatley@veteransinc.org';
'bridgehouseinc@gmail.com'; 'Calvin.Smith@va.gov'; 'cameron.ford@headrest.org';
'cary.gladstone@graniteuw.org'; 'cathybentwood@gmail.com';
'chenderson@scshelps.org'; 'Cindy@veteranhomestead.org'; 'ckuhn@fitnh.org';
'clemke@genesishb.org'; 'clorentz@laclt.org'; 'cmartin@northernhs.org';
'cmeaney@laclt.org'; 'Connor-Belcourt@USE.SalvationArmy.Org';
'crobicheau@straffordcap.org'; 'csteinberg@nhla.org'; 'CWellington@nhla.org';
'Cynthia.E.Lopez@hud.gov'; 'd.mitchell@crossroadshouse.org'; 'dferringo@tccap.org';
'director@annemariehouse.org'; 'Donna Curley'; 'DSockley@granitepathways.org';
'eberry@nhla.org'; 'ellen@concordhomeless.org'; 'Emily.Reisine@va.gov';
'ephinney@laclt.org'; 'execdir@belknaphouse.org'; 'flyfisherman.robert@gmail.com';
'gschneider@snhs.org'; Harlan, Michele; 'heatherwames@aol.com';
'HowardD@nashua.edu'; 'jallie@communitypartnersnh.org';
'Jennifer.lasalle@wellsense.org'; 'jenny.connor-belcourt@use.salvationarmy.org';
'jgilmore@fellowshiphousing.org'; 'jhermanson@clmnh.org'; 'jlaundis@smhc-nh.org';
'jmackay@northernhs.org'; 'jmackey@nhs.org'; 'jmanning@scshelps.org';
'jmorris@snhs.org'; 'johnperson@veteransinc.org'; 'JRauscher@eastersealsnh.org';
'jrider@scshelps.org'; 'jrobillard@tccap.org'; 'julian.long@rochesternh.net';
'k.farrell@nhpartnership.org'; 'KatieMae.Stewart@ppnne.org'; 'katymcd35@gmail.com';
'kbates@rcaction.org'; 'kbavaro@urteachers.org'; 'kbeaulieu@fitnh.org';
'KellyE@cfsnh.org'; 'kgiles@genesishb.org'; 'KGrenier@fitnh.org'; 'khussey@clmnh.org';
'kletendre@TCCAP.ORG'; 'kmorris@somersworth.com'; 'Krompton@straffordcap.org';
'kstlaurent@genesishb.org'; 'kwalton@ci.salem.nh.us'; 'L.nichols@doover.nh.gov';
'lberman@straffordcap.org'; 'lcampbell@nh-cc.org'; 'leclair.s@rochesterschools.com';
'LHazeltime@BM-Cap.org'; 'linda@nhcadsv.org'; 'lisa@veteranhomestead.org';
'LNFries@comcast.net'; 'lroy@genesishb.org'; 'lwamser@nhla.org';
'm.pendry@harborhomes.org'; 'marie@nhcadsv.org'; 'Martha@crossroadshouse.org';
'mary@thewayhomenh.org'; 'mbacon@fellowshiphousing.org'; 'mbeau@fitnh.org';
'MBrauch@urteachers.org'; 'Melany Mondello'; 'Merilynn@Listencs.org';
'mfreeman@scshelps.org'; 'mpritchard@genesishb.org'; 'mstokes@fitnh.org';
'Nicole.Ligor@BMCHP-wellsense.org'; Osterhoudt, Douglas;
'p.kelleher@harborhomes.org'; 'PAM@NHCADSV.org'; 'pastorjon8675@hotmail.com';
'Paul.H.Cote@nhdoc.state.nh.us'; 'paula@cccnh.org'; 'pdriscoll@smhc-nh.org';
'president@belknaphouse.org'; 'pthyng@communitypartnersnh.org'; 'pwyzik@mfs.org';
'ray@veteranhomestead.org'; 'rboschen@tccap.org'; Richard, Diana; 'RLittlefield@BM-Cap.org'; 'Robert.Mottola@va.gov'; Rodler, Robert; 'rshea@communitypartnersnh.org';
'rweeks@uppervalleyhaven.org'; 's.beaudry@crossroadshouse.org';
'sarak@uppervalleyhaven.org'; 'Scott.McNeil@USE.SalvationArmy.org';
'scpinsonneault@gmail.com'; 'sfisk@genesishb.org'; 'sford@myfriendsplacenh.org';
'sftsnh@gmail.com'; 'sgregoire@BM-Cap.org'; 'sihnnh@comcast.net'; SMITH, TERRY;
'SMorrison@communitypartnersnh.org'; 'ssavard@fitnh.org';

To: 'stephen.warren@USE.salvationarmy.org'; 'sturner@familiesfirstseacoast.org';
'Sue@concordhomeless.org'; 'tccapandy@gmail.com'; 'ted.tighe@uvm.edu';
ThistleElliott, Lynda; 'tm33782004@gmail.com'; 'tom@housingactionnh.org';
'v.talasazan@nhpartnership.org'; 'vista@mcocnh.org'; 'vmcclure@mvap.org';
'vstafford@nhha.org'

Cc: 'Julie A Lane'; O'Connor, Betsy; O'Hara, Amy; Petzold, Heidi; Pitzer, Roger; Reagan,
Mandy; Robbins, Nicole; Schott, Kristiane

Subject: FINAL FY17 Project Priority Listing and FINAL FY17 COC Application

Attachments: NH-500 FINAL FY17 COC Application.pdf; NH-500 FINAL Priority Listing.pdf

Good morning Balance of State CoC,

Attached you will find the FINAL FY17 Project Priority Listing, and the FINAL FY17 COC Application.

Thank you to everyone who contributed to this effort!

Melissa Hatfield, MSW
Bureau Administrator
Bureau of Homeless & Housing Services
129 Pleasant St.
Concord, NH 03301
P: 603-271-9197
F: 603-271-5139
melissa.hatfield@dhhs.nh.gov
<https://www.dhhs.nh.gov/dcbcs/bhhs/index.htm>
<https://www.facebook.com/NHBHHS/>



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Bureau of Homeless and Housing Services



If you are experiencing a housing crisis, call [NH 2-1-1](#), or contact your local city or town welfare office. To find your local office, go to the [NH Municipal Association web site](#) and choose "Municipal Directory" from the Resource menu.

September 22, 2017

Please see the [Final CoC application](#) and [Final Priority Listing](#) for NH-500 – Balance of State CoC.

September 5, 2017

The [NH-500 BOSCO FINAL Project Ranking and Scores for FY2017](#) is now available.

August 31, 2017

The [NH-500 BoSCoC Program Projects Ranking + Scores FY2017](#) is now available for review.

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NH Bureau of Homeless and Housing Services

Just now

The Balance of State Continuum of Care has posted the FINAL FY17 Project Priority Listing and the FINAL COC Application for the FY17 COC Program competition. These documents can be found at the link below. Thank you to everyone that contributed to this effort!

<https://www.dhhs.nh.gov/dcbcs/tbhs/index.htm>

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22 likes · 3 this week

Kristi Jakubowski and 6 other friends



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18 post reach this week



22 people like this and 24 people follow this

Kristi Jakubowski and 6 other friends

Community

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Invite your friends to like this Page



22 people like this



24 people follow this



Darcy Hamilton and 6 other friends like this or have visited



Darcy Hamilton and 6 other friends like this or have visited

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Promote your business locally to lead people directly to 129 Pleasant St

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2017 New CoC Program Project Application Scoring TOOL

NH-500 Balance of State CoC

Agency: _____

Agency Contact: _____

Program Name: _____

Program Type (circle as applicable): PSH RRH RRH-TH

Reviewer's Name: _____

Total Score: _____

All new projects must meet HUD threshold requirements.

1 Project proposes to serve an eligible population for the project type

Yes No

2 Project proposes eligible budget line items for the project type

Yes No

3. Match is greater than or equal to 25%

Yes No

4. Project agrees to participate in CoC Coordinated Entry System (CES) and Homeless Management Information System (HMIS) (or comparable database for DV providers).

Yes No

If any of the above answers are NO, the project does not meet threshold, and is therefore not eligible for funding consideration and will be rejected.

Population Served

NH BoSCoC's priority population is chronically homeless individuals and families.

5. Percentage of participants projected to be chronically homeless upon program entry?

85-100%: 10 points

76-84%: 5 points

70-75%: 2 points

65-69%: 1 point

0-64%: 0 Points

Experience

6. Does the applicant have experience in effectively utilizing HUD, State or other Federal grants for the proposed activities?

Yes: 5 points

No: 0 points

7. Does applicant describe basic organization and management structure to successfully implement the project?

Up to 7 points ____

Project Description and Budget

8. Does the project application provide a clear description of the project type, scale, location and supportive services to obtain or remain in permanent housing?

Up to 7 points ____

9. Is outreach plan adequate and clear to engage target population?

Up to 7 points ____

10. Project clearly describes how linkages to mainstream resources and services will occur?

Up to 7 points ____

11. Is the proposed budget clear and realistic to carryout proposed activities?

Up to 7 points ____

3. CoC Participation (BoS Meetings – 7/12/16, 9/19/16, 11/9/16, 1/10/17, 3/7/17, 5/9/17)

12. What number of BoSCoC meetings in the past year (July 1, 2016 – June 30, 2017) was your organization/agency represented?

5 meetings: 5 points

4 meetings: 4 points

3 meetings: 3 points

2 meetings or less: 0 points

6. Does a member of the agency sit on a BoSCoC Subcommittee and maintain regular attendance?

Yes: 5 points

No: 0 points

4. Policy Priorities

Housing First is an approach where homeless persons are provided ***immediate access to housing*** and then offered the supportive services that may be needed to foster long-term stability and prevent a return to homelessness. This approach removes unnecessary barriers and assumes that supportive services are more effective in addressing needs when the individual or family is housed – when the daily stress of being homeless is taken out of the equation. Key components of this model include a simple application process, a harm-reduction approach, and no conditions of tenancy beyond those included in the lease. Sobriety, mental health services, medication stability, sexual orientation, vulnerability to illness, vulnerability to victimization, vulnerability to physical assault, trafficking, or sex work are not required for entry into Housing First.

Please provide a draft of your proposed program policies (this can be a 1 page, bullet point list for application purposes)

The following questions will provide the scoring team with indicators as to whether your project is using a Housing First Model as defined by HUD.

7. Will your project serve a high percentage of people with significant barriers to stability?

☐ *Having little or no income (2 points)*

☐ *Active and/or history of substance abuse (2 points)*

☐ *Having a criminal record with the exception of state-mandated restrictions (2 points)*

8. Will your project ensure participants are not terminated for the following reasons?

☐ *Failure to participate in supportive services (2 points)*

☐ *Failure to make progress on a service plan (2 points)*

☐ *Loss of income or failure to improve income (2 points)*

☐ *Being a victim of domestic violence (2 points)*

☐ *Any other activity not covered in a lease agreement typically found in the region (2 points)*

9. Did your agency reallocate a project this year?

(Yes: 10 points)

(No: 0 points)

2017 CoC Renewal Project Application Scoring Tool

NH-500 Balance of State CoC

Agency: _____

Agency Contact: _____

Program Name: _____

Reviewer's Name: _____

Total Score: _____

All renewal projects must meet HUD threshold requirements.

1 Project proposes to serve an eligible population for the project type

Yes No

2. Match is greater than or equal to 25%

Yes No

3. Project agrees to participate in CoC Coordinated Entry System (CES), and demonstrates participation in the Homeless Management Information System (HMIS) or other comparable system for DV providers.

Yes No

If any of the above answers are NO, project does not meet threshold and is not eligible for funding consideration.

Project Type

4. What is project type?

Permanent Supportive Housing: *10 points*

Rapid Re-Housing: *10 points*

SSO (CES): *10 points*

Transitional Housing: *5 points*

SSO: *1 point*

Population Served

HUD's priority population is chronically homeless individuals and families.

5. Percentage of new participants served in most recently completed grant year that were experiencing chronically homelessness upon program entry?

85-100%: 10 points

76-84%: 5 points

70-75%: 2 points

65-69%: 1 point

0-64%: 0 Points

6. Upon turnover, how many currently non-dedicated CH PSH units will you prioritize for a CH individual or family?

95-100%: 10 points

90-94%: 8 points

80-89%: 5 points

70-79%: 1 point

0-69%: 0 points

7. Percentage of beds served in most recently completed grant year that were youth (18-24) upon program entry?

85-100%: 5 points

76-84%: 4 points

70-75%: 3 points

65-69%: 2 point

0-64%: 0 Points

8. Percentage of beds served in most recently completed grant year that were Veterans?

85-100%: 5 points

76-84%: 4 points

70-75%: 3 points

65-69%: 2 point

0-64%: 0 Points

Program Utilization

9. Did the project serve the number of participants/ households it proposed to serve in the FY 2015 application?

- If the project is in its first operating year and did not operate for at least six months prior to this review, full points will be awarded.
- If the project is in its first operating year and operated for six months or more, the number served as of the 6 month date will be obtained from HMIS to determine if the project is on track to serve the number proposed in the original application. Points will be awarded based on the scale below.

90-100%: 10 points
85-89%: 5 points
80-84%: 3 points
65-79%: 2 points
60-64%: 1 point
0-59%: 0 points

Program Measurements

HUD is increasingly looking at System Performance Measures, and individual program performance when considering funding.

10a. INCREASED HOUSING STABILITY (PSH PROGRAMS ONLY)

Percentage of individuals and families who stayed in PSH at end of program operating year or who exited to other PH? 90-100%: 10 points

85-89%: 8 points
75-84%: 5 points
50-74%: 1 point
0-49%: 0 points

10b. TRANSITIONED TO HOUSING STABILITY (RRH, TH and SSO only)

Percentage of individuals and families who transitioned from TH or SSO programs to PH by the end of the program operating year?

90-100%: 10 points
85-89%: 8 points
75-84%: 5 points
60-74%: 2 points
50-59%: 1 point
0-49%: 0 points

11. INCREASED PROJECT PARTICIPANTS EARNED INCOME (ALL PROJECTS)

Percentage of individuals whose income from employment increased from program entry date to program exit date or individuals who participated in program for over a year

20-100%: 10 points
15-19%: 5 points
10-14%: 2 points
0-9%: 0 points

12. INCREASED PROJECT PARTICIPANTS' UNEARNED INCOME (ALL PROJECTS)

Percentage of participants whose income increased from sources other than employment from program entry to program exit date, or for individuals who participated in program for over a year

54-100%: 10 points
45-53%: 5 points
25-44%: 1 point
0-24%: 0 points

13. INCREASED NUMBER OF PARTICIPANTS OBTAINING NON-CASH MAINSTREAM BENEFITS

Percentage of participants' who obtained non-cash mainstream benefits from program entry to program exit or end of operating year?

56-100%: 10 points

50-55%: 5 points

25-49%: 2 points

0-24%: 0 points

14. REDUCING RECIDIVISM

Percentage of all leavers who exited to shelter, streets or unknown

**10% or less = 2 points*

**Over 10% = 0 points*

15. Percentage of leavers who moved to their own housing unit at exit (permanent tenure)

80-100% = 2 points

60% - 79% = 1 point

0- 60% = 0 points

Financial

It is expected that all programs will submit invoices on a monthly basis. These questions will be answered based on BHHS financial records.

16. How often does the program invoice expenses on the project or draw down funds from HUD?

Monthly: 10 points

Bi-monthly: 5 points

Quarterly or less frequently: 0 points

17. What percentage of the grant was expended for the last full operating year?

95-100%: 10 points

90-94%: 8 points

85-89%: 6 points

75-84%: 4 points

Less than 75%: 0 points

HMIS Participation

18. Percentage of HMIS client records with "null or missing values" for each Universal Data Element – *BHHS will provide report for each renewal project. If the project is required by law to use a comparable database (eg. victim service providers), the same data standards apply based on the data reporting provided to the CoC.

0-9%: 10 points

10-15%: 2 points

16-100%: 0 points

19. Timeliness of data entry into HMIS or comparable database as required by victim service providers.

1-3 days: 10 points

4-6 days: 8 points

7-10 days: 6 points

11-14 days: 4 points

More than 14 days: 0 points

CoC Participation (BoS Meetings – 7/12/16, 9/19/16, 11/9/16, 1/10/17, 3/7/17, 5/9/17)

20. What number of BoSCoC meetings in the past year (July 1, 2016 – June 30, 2017) was your organization/agency represented?

5 meetings: 5 points

4 meetings: 4 points

3 meetings: 3 points

2 meetings or less: 0 points

21. Does a member of your agency sit on a BoSCoC Subcommittee, and maintain regular attendance?

Yes: 5 points

No: 0 points

Policy Priorities

Housing First is an approach where homeless persons are provided *immediate access to housing* and then offered the supportive services that may be needed to foster long-term stability and prevent a return to homelessness. This approach removes unnecessary barriers and assumes that supportive services are more effective in addressing needs when the individual or family is housed – when the daily stress of being homeless is taken out of the equation. Key components of this model include a simple application process, a harm-reduction approach, and no conditions of tenancy beyond those included in the lease. Sobriety, mental health services, medication stability, sexual orientation, vulnerability to illness, vulnerability to victimization, vulnerability to physical assault, trafficking, or sex work are not required for entry into Housing First.

ATTACH a copy of your project policy, rules and any other standard participant agreements to your project application.

The following points will be determined by reviewing the project application and attached policies supporting the project application. If an applicant does not attach a copy of the Project Policy, rules, or any other standard participant agreement, no more than ½ the points in each question for a “yes” response may be awarded.

The following questions will provide the scoring team with indicators as to whether your project is using a Housing First Model as defined by HUD.

22. Will your project serve a high percentage of people with significant barriers to stability?

- ☐ *Having little or no income (2 points)*
- ☐ *Active or history of substance abuse (2 points)*
- ☐ *Having a criminal record with the exception of state-mandated restrictions (2 points)*

23. Will your project ensure participants are not terminated for the following reasons?

- ☐ *Failure to participate in supportive services (2 points)*
- ☐ *Failure to make progress on a service plan (2 points)*
- ☐ *Loss of income or failure to improve income (2 points)*
- ☐ *Being a victim of domestic violence (2 points)*
- ☐ *Any other activity not covered in a lease agreement typically found in the region (2 points)*

NEW HAMPSHIRE BALANCE OF STATE CONTINUUM OF CARE

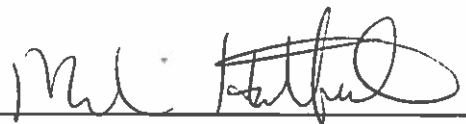
CONTINUUM OF CARE PROGRAM

Rank & Review Policy

August 2017

CoC Co-Chair (print name): Melissa Hatfield

CoC Co-Chair (title): BHHS Administrator

CoC Co-Chair (signature): 

DATE: 8/1/17

Adopted on August 1, 2017

NH-500 Balance of State Continuum of Care (BoSCoC) CoC Program Rank & Review Policy FINAL

Purpose:

As the NH BoSCoC Collaborative applicant, the NH Bureau of Homeless and Housing is responsible for coordinating the Balance of State Continuum of Care's annual application through the HUD Notice of Funding Availability (NOFA) process. A required component to this process is the review and ranking of submitted new and renewal project applications.

Reviewer selection:

BHHS will request reviewers for the CoC New Project Ranking team throughout the year in order to maintain a list of eligible reviewers to select from once the NOFA is released.

The new project review team will have at least 3 external reviewers.

Reviewers may not work for an agency, its affiliates or decision making bodies, or have a financial interest in a project that is submitting an application for renewal funding. If a potential reviewer's agency is not submitting a new project application, the person may sit on the new project review team.

Distribution of Documents:

Upon release of the NOFA, the BoSCoC will finalize the New and Renewal project ranking tools through a vote. BHHS will distribute the ranking tools via email, and will post the documents on the BoSCoC website.

BHHS will distribute new project applications to the BoSCoC via the distribution email list, and the documents will be posted on the BoSCoC website.

An application timeline will be developed based on the requirements of the NOFA. The timeline will be distributed via email, and will be posted on the BoSCoC website. Project applications received after the published due date will not be accepted.

BHHS will distribute project application packets to reviewers either in person, or via email, depending on the reviewer's physical location, and the available timeframe.

New Application procedure

Ranking process:

The review process will be facilitated by the BHHS CoC Program Administrator, who will provide financial records, HMIS data quality reports, CoC meeting participation, and other data as required by the ranking tools and the NOFA.

Ranking teams will review this document prior to starting their review in order to be consistent in their reviews of applications.

Reviewers will score applications based on what is in the application, and what is provided by the CoC Program Administrator, not based on their personal knowledge of a program.

If the reviewers need further clarification, the project application will be set aside without a final score. The CoC Program Administrator will record the review team's questions, and will reach out to the applicant(s) for clarification. Applicants will be given 1 business day to provide requested information. The review team will meet via conference call as soon as possible to finalize the scores.

The CoC Program Administrator will list all applicants in order by score, from highest to lowest. The BoSCoC Executive Committee will review the order and will make final recommendations based on the specific requirements in the NOFA and to ensure maximum funding for the BoSCoC.

The final Project Ranking will be distributed to the BoSCoC via email, and will be published on the BoSCoC website.

Renewal Application procedure:

Renewal ranking will be based on objective data obtained through HMIS and financial records, as defined in the renewal ranking tool.

The BoSCoC Administrator will assemble the information into a document that shows each subrecipient's score. This information will be sent to the subrecipients, who will have a period of time (to be determined by the NOFA schedule) to respond in writing if they disagree with their score.

The CoC Program Administrator will list all applicants in order by score, from highest to lowest. The BoSCoC Executive Committee will review the order and will make final recommendations based on the specific requirements in the NOFA and to ensure maximum funding for the BoSCoC.

The final Project Ranking will be distributed to the BoSCoC via email, and will be published on the BoSCoC website.

HMIS and Coordinated Entry projects will automatically be fully included in Tier 1 as the last two full projects, and will not be included in the ranking process.

Grievance procedure:

If an applicant disagrees with their score, or placement on the ranking list, they may express their grievance in writing to the CoC Program Administrator within one business day of the list being published/distributed.

The BoSCoC Executive Committee will hold an emergency conference call to discuss the grievance, and to make a final decision. The applicant will be notified of the Executive Committee's decision in writing by the CoC Program Administrator within one business day of the meeting.

July 31, 2017

Listed below are the final copies of the new and renewal project ranking tools that will be used for all project scoring during the 2017 CoC Program Competition. The scoring tools were sent out for a vote last week, with a deadline of Friday, July 28th. Results of that vote were 15-1 in favor of approving these documents

» [2017 New Project Scoring Tool](#) 

» [2017 Renewal Project Scoring Tool](#) 

July, 21, 2017

This serves as notification that the Balance of State CoC NOFA prep meeting is scheduled for August 1, 2017 from 10am – 12pm. The meeting will be held in the Tom Fox Chapel in the [Main Building](#) on the State Office Complex in Concord, NH. If you have any questions regarding the location of this meeting, please contact [Betsy O'Connor](#) by email or by calling (603) 271-9196. Please RSVP to Betsy by July 28, 2017.



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NH Bureau of Homeless and Housing Services



August 2 · 🌐

<https://www.dhhs.nh.gov/dcbcs/bhhs/index.htm>

Please check out the BHHS website for updated NOFA information. Recent updates include the BOSCOB NOFA timeline, notice of funds available for new project applications, the BOSCOB Rank and Review policy, the BOSCOB Reallocation policy, the match letter template and instructions, and the new and renewal ranking tools.

If you are interested in applying for a new project through the reallocation or bonus funds, please check out the website linked above, and reach out to BHHS. The deadline for new project applications to be submitted to BHHS is August 17th. If your agency does NOT have experience operating a CoC funded project, you ARE still eligible to apply!

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Boost Post



From: Hatfield, Melissa
Sent: Tuesday, August 1, 2017 1:02 PM
To: 'vstafford@nhha.org'; 'DShockley@granitepathways.org'; 'L.nichols@doover.nh.gov';
'sfisk@genesishb.org'; 'MBrauch@urteachers.org'; 'cmartin@northernhs.org';
'bcottrell@mcac-nh.org'; 'HowardD@nashua.edu'; 'jhermanson@clmnh.org';
'Krompton@straffordcap.org'; 'jmackay@northernhs.org'; 'k.farrell@nhpartnership.org';
'Cindy@veteranhomestead.org'; 'Brenda@veteranhomestead.org';
's.beaudry@crossroadshouse.org'; Harlan, Michele; 'cameron.ford@headrest.org';
'a.pancine@harborhomes.org'; 'acampbell@straffordcap.org';
'achappell@friendsprogram.org'; 'acrroberts@comcast.net';
'ADunn@riverbendcmhc.org'; 'alabrie@bm-cap.org'; 'aliceaa@gnmhc.org';
'Amanda.Lewis@USE.SalvationArmy.Org'; 'Amy.E.Yuhasz@hud.gov';
'angela@concordhomeless.org'; 'bandrewsparker@straffordcap.org';
'bguinther@nhhfa.org'; 'bquimby@clmnh.org'; 'bridgehouseinc@gmail.com';
'vmcclure@mvap.org'; 'Calvin.Smith@va.gov'; 'cary.gladstone@graniteuw.org';
'cathybentwood@gmail.com'; 'chenderson@scshelps.org'; 'ckuhn@fitnh.org';
'clemke@genesishb.org'; 'cmeaney@lactl.org'; 'Connor-
Belcourt@USE.SalvationArmy.Org'; 'crobicheau@straffordcap.org';
'Cynthia.E.Lopez@hud.gov'; 'johnperson@veteransinc.org'; 'dferringo@tccap.org';
Richard, Diana; Osterhoudt, Douglas; 'ellen@concordhomeless.org';
'Emily.Reisine@va.gov'; 'ephinney@lactl.org'; 'flyfisherman.robert@gmail.com';
'gschneider@snhs.org'; 'heatherwames@aol.com'; 'cameron.ford@headrest.org';
'jallie@communitypartnersnh.org'; 'Jennifer.lasalle@wellsense.org'; 'jlaundis@smhc-
nh.org'; 'jmadden@friendsprogram.org'; 'jmanning@scshelps.org'; 'jmorris@snhs.org';
'JRauscher@eastersealsnh.org'; 'jrider@scshelps.org'; 'jrobillard@tccap.org';
'julian.long@rochesternh.net'; 'KatieMae.Stewart@ppnne.org'; 'katymcd35@gmail.com';
'kbates@rcaction.org'; 'kbavaro@urteachers.org'; 'kbeaulieu@fitnh.org';
'KellyE@cfsnh.org'; 'kgiles@genesishb.org'; 'khussey@clmnh.org';
'kletendre@TCCAP.ORG'; 'kmorris@somersworth.com'; 'kstlaurent@genesishb.org';
'kwalton@ci.salem.nh.us'; 'lberman@straffordcap.org'; 'lcampbell@nh-cc.org';
'leclair.s@rochesterschools.com'; 'LHazeltime@BM-Cap.org'; KELLER, LINDY; Boucher,
Lisa; 'lisa@veteranhomestead.org'; 'LNFries@comcast.net'; 'lroy@genesishb.org';
'LTyler@scshelps.org'; ThistleElliott, Lynda; 'm.pendry@harborhomes.org';
'madams@straffordcap.org'; 'Martha@crossroadshouse.org';
'martha@veteranhomestead.org'; 'mary@thewayhomenh.org'; 'mbeau@fitnh.org';
'Merilynn@Listencs.org'; 'mfreeman@scshelps.org'; 'mpritchard@genesishb.org';
'mstokes@fitnh.org'; 'Nicole.Ligor@BMCHP-wellsense.org';
'p.kelleher@harborhomes.org'; 'PAM@NHCADSV.org'; 'pastorjon8675@hotmail.com';
'Paul.H.Cote@nhdoc.state.nh.us'; 'mbacon@fellowshiphousing.org'; 'pdriscoll@smhc-
nh.org'; 'jgilmore@fellowshiphousing.org'; 'pthyng@communitypartnersnh.org';
'pwyzik@mfs.org'; 'ray@veteranhomestead.org'; 'rboschen@tccap.org';
'RLittlefield@BM-Cap.org'; 'Robert.Mottola@va.gov'; Rodler, Robert;
'rshea@communitypartnersnh.org'; 'Scott.McNeil@USE.SalvationArmy.org';
'scpinsonneault@gmail.com'; 'sford@myfriendsplacenh.org'; 'sftsnh@gmail.com';
'sgregoire@BM-Cap.org'; 'sihnnh@comcast.net';
'SMorrison@communitypartnersnh.org'; 'ssavard@fitnh.org'; 'jhermanson@clmnh.org';
'stephen.warren@USE.salvationarmy.org'; 'sturner@familiesfirstseacoast.org';
'Sue@concordhomeless.org'; 'tccapandy@gmail.com'; 'tccapmike@gmail.com';
'ted.tighe@uvm.edu'; SMITH, TERRY; 'tm33782004@gmail.com';
'v.talasazan@nhpartnership.org'; 'vista@mcocnh.org'; 'vmcclure@mvap.org';

To: 'cathybentwood@gmail.com'; 'astone@tccap.org'; 'amy.frechette@va.gov';
'marie@nhcadsv.org'; 'jmackey@nhs.org'; 'jenny.connor-
belcourt@use.salvationarmy.org'; 'EBerry@nhla.org'; 'CWellington@nhla.org'; 'Donna
Curley'; 'brendonmeatthey@veteransinc.org'; 'linda@nhcadsv.org';
'd.mitchell@crossroadshouse.org'; 'Melany Mondello'; 'clorentz@laclt.org';
'KGrenier@fitnh.org'; 'rweeks@uppervalleyhaven.org'; 'sarak@uppervalleyhaven.org';
'director@annemariehouse.org'; 'paula@cccnh.org'; 'execdir@belknaphouse.org';
'president@belknaphouse.org'; 'amoran@clmnh.org'; 'tom@housingactionnh.org'
Cc: 'Julie A Lane'; O'Connor, Betsy; Petzold, Heidi; Pitzer, Roger; Schott, Kristiane
Subject: BOSCO Rank and Review policy - FINAL
Attachments: NH 500 Rank Review policy - FINAL.docx

Good afternoon,

Attached is our final Rank and Review policy, as voted on during today's Balance of State meeting.

Melissa Hatfield, MSW
Bureau Administrator
Bureau of Homeless & Housing Services
129 Pleasant St.
Concord, NH 03301
P: 603-271-9197
F: 603-271-5139
melissa.hatfield@dhhs.nh.gov

This serves as notification that the Balance of State CoC NOFA prep meeting is scheduled for August 1, 2017 from 10am – 12pm. The meeting will be held in the Tom Fox Chapel in the [Main Building](#) on the State Office Complex in Concord, NH. If you have any questions,



NH Bureau of Homeless and Housing Services



August 2 · 🌐

<https://www.dhhs.nh.gov/dcbcs/bhhs/index.htm>

Please check out the BHHS website for updated NOFA information. Recent updates include the BOSCOG NOFA timeline, notice of funds available for new project applications, the BOSCOG Rank and Review policy, the BOSCOG Reallocation policy, the match letter template and instructions, and the new and renewal ranking tools.

If you are interested in applying for a new project through the reallocation or bonus funds, please check out the website linked above, and reach out to BHHS. The deadline for new project applications to be submitted to BHHS is August 17th. If your agency does NOT have experience operating a CoC funded project, you ARE still eligible to apply!

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NEW HAMPSHIRE BALANCE OF STATE CONTINUUM OF CARE


CONTINUUM OF CARE PROGRAM

Reallocation Policy

August 2017

CoC Co-Chair (print name): Melissa Hatfield

CoC Co-Chair (title): BHHS Administrator

CoC Co-Chair (signature): 

DATE: 8/1/17

Adopted on August 1, 2017

NH-500 Balance of State Continuum of Care (BoSCoC) CoC Program Reallocation Policy FINAL

Purpose:

HUD strongly encourages CoCs to reallocate funds away from underperforming or redundant programs to create a new project that serves new participants. Newly formed projects must be Rapid Re-Housing (RRH), Permanent Supportive Housing (PSH), Rapid Re-Housing/Transitional Housing (RRH/TH) (as defined by the annual Notice of Funding Availability - NOFA), HMIS, or Support Services Only – Coordinated Entry. The Reallocation policy will serve as a mechanism to help the NH BoSCoC match project inventory to the needs of the homeless population in NH, as demonstrated by the annual Point In Time count.

CoC program funds may be reallocated either by a voluntary process, or an involuntary process as decided by the CoC Executive Committee.

Performance Measures:

HUD is increasingly focusing on System Performance Measures and Annual Performance Reports when making funding decisions. Please see HUD'S System Performance Measures: An Introductory Guide at <https://www.hudexchange.info/programs/coc/system-performance-measures/> for more information on performance expectations.

Voluntary Reallocation:

- CoC Program recipients are able to voluntarily reallocate their CoC renewal funds in order to create new projects.
- CoC Program recipients wishing to voluntarily reallocate their funds must inform the CoC Program Administrator at BHHS in writing as soon as they have made the decision to reallocate, and NO LATER than 1 week after the annual release of the NOFA.
- CoC Program recipients that voluntarily reallocate their funding are eligible to apply for a new project using the reallocated funds if the proposed project meets HUD's eligible new project guidelines as established by the NOFA, and will fill an identified local need.
- CoC Program recipients that voluntarily reallocate their funds and wish to apply for a new project (if HUD provides bonus funds) will be required to participate in a competitive process with other CoC Program applicants that apply for new projects.

Involuntary Reallocation:

- CoC Program-funded projects will be monitored by the CoC Program Administrator at BHHS at least annually. Results of annual monitoring visits will be made available to the BoSCoC during bi-monthly CoC meetings. Details to be made public will be limited to HUD's expected

performance measures, percentage of grant spent down, and HMIS data quality (specifically the percentage of data with null or missing values for any of the universal data elements).

- The CoC will establish a threshold for acceptable performance and ranking scores based on the System Performance Measures.
- If a program is deemed to be underperforming based on CoC program monitoring, a corrective action plan will be issued, with one year for the project to make improvements.
- If the project is still underperforming during the following CoC Program NOFA rank and review process, they will not be eligible to submit a renewal application and the project funds will be made available for a new reallocation project application through a local competitive process.

Executive Committee:

The BoSCoC Executive Committee shall review and approve all reallocation decisions. Due to possible time constraints during the NOFA process, Executive Committee meetings may happen either in person or via conference call. All Executive Committee meetings will be documented in meeting minutes, which will be distributed to the CoC through email, and will be posted on the BoSCoC page of the BHHS website.

Conflict of Interest:

Any Executive Committee member whose agency receives CoC Program funding through the BoSCoC shall recuse themselves from the reallocation decision process.

From: Hatfield, Melissa
Sent: Friday, July 21, 2017 2:11 PM
Cc: Melany Mondello
Subject: Balance of State CoC - new project solicitation

Good afternoon,

On July 14, 2017 the US Department of Housing and Urban Development released the Fiscal Year 2017 CoC Program Notice of Funding Availability (see link below for details).

The Bureau of Homeless and Housing Services functions as the Collaborative Applicant for NH's Balance of State Continuum of Care. If your agency does not currently receive CoC funding, and you are interested in applying for funding, please contact Betsy O'Connor for NOFA planning meeting dates. Betsy can be reached at Betsy.O'Connor@dhhs.nh.gov or (603)271-9196.

Please feel free to share this email with your NH provider networks.

<https://www.hudexchange.info/resources/documents/FY-2017-CoC-Program-Competition-NOFA.pdf>

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From: Hatfield, Melissa
Sent: Monday, July 31, 2017 12:27 PM
To: 'jmackay@northernhs.org'; 'k.farrell@nhpartnership.org';
'Cindy@veteranhomestead.org'; 'Brenda@veteranhomestead.org';
's.beaudry@crossroadshouse.org'; Harlan, Michele; 'cameron.ford@headrest.org';
'a.pancine@harborhomes.org'; 'acampbell@straffordcap.org';
'achappell@friendsprogram.org'; 'acroberts@comcast.net';
'ADunn@riverbendcmhc.org'; 'alabrie@bm-cap.org'; 'aliceaa@gnmhc.org';
'Amanda.Lewis@USE.SalvationArmy.Org'; 'Amy.E.Yuhasz@hud.gov';
'angela@concordhomeless.org'; 'bandrewsparker@straffordcap.org';
'bguinther@nhhfa.org'; 'bquimby@clmnh.org'; 'bridgehouseinc@gmail.com';
'vmcclure@mvap.org'; 'Calvin.Smith@va.gov'; 'cary.gladstone@graniteuw.org';
'cathybentwood@gmail.com'; 'chenderson@scshelps.org'; 'ckuhn@fitnh.org';
'clemke@genesishb.org'; 'cmeaney@lact.org'; 'Connor-
Belcourt@USE.SalvationArmy.Org'; 'crobicheau@straffordcap.org';
'Cynthia.E.Lopez@hud.gov'; 'johnperson@veteransinc.org'; 'dferringo@tccap.org';
Richard, Diana; Osterhoudt, Douglas; 'ellen@concordhomeless.org';
'Emily.Reisine@va.gov'; 'ephinney@lact.org'; 'flyfisherman.robert@gmail.com';
'gschneider@snhs.org'; 'heatherwames@aol.com'; 'cameron.ford@headrest.org';
'jallie@communitypartnersnh.org'; 'Jennifer.lasalle@wellsense.org'; 'jlaundis@smhc-
nh.org'; 'jmadden@friendsprogram.org'; 'jmanning@scshelps.org'; 'jmorris@snhs.org';
'JRauscher@eastersealsnh.org'; 'jrider@scshelps.org'; 'jrobillard@tccap.org';
'julian.long@rochesternh.net'; 'KatieMae.Stewart@ppnne.org'; 'katymcd35@gmail.com';
'kbates@rcaction.org'; 'kbavaro@urteachers.org'; 'kbeaulieu@fitnh.org';
'KellyE@cfsnh.org'; 'kgiles@genesishb.org'; 'khussey@clmnh.org';
'kletendre@TCCAP.ORG'; 'kmorris@somersworth.com'; 'kstlaurent@genesishb.org';
'kwalton@ci.salem.nh.us'; 'laurel@housingactionnh.org'; 'lberman@straffordcap.org';
'lcampbell@nh-cc.org'; 'leclair.s@rochesterschools.com'; 'LHazeltime@BM-Cap.org';
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'mary@thewayhomenh.org'; 'mbeau@fitnh.org'; 'Merilynn@Listencs.org';
'mfreeman@scshelps.org'; 'mpritchard@genesishb.org'; 'mstokes@fitnh.org';
'Nicole.Ligor@BMCHP-wellsense.org'; 'p.kelleher@harborhomes.org';
'PAM@NHCADSV.org'; 'pastorjon8675@hotmail.com'; 'Paul.H.Cote@nhdoc.state.nh.us';
'mbacon@fellowshiphousing.org'; 'pdriscoll@smhc-nh.org';
'jgilmore@fellowshiphousing.org'; 'pthyng@communitypartnersnh.org';
'pwyzik@mfs.org'; 'ray@veteranhomestead.org'; 'rboschen@tccap.org';
'RLittlefield@BM-Cap.org'; 'Robert.Mottola@va.gov'; Rodler, Robert;
'rshea@communitypartnersnh.org'; 'Scott.McNeil@USE.SalvationArmy.org';
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'sftsnh@gmail.com'; 'sgregoire@BM-Cap.org'; 'sihnnh@comcast.net';
'SMorrison@communitypartnersnh.org'; 'ssavard@fitnh.org'; 'jhermanson@clmnh.org';
'stephen.warren@USE.salvationarmy.org'; 'sturner@familiesfirstseacoast.org';
'Sue@concordhomeless.org'; 'tccapandy@gmail.com'; 'tccapmike@gmail.com';
'ted.tighe@uvm.edu'; SMITH, TERRY; 'tm33782004@gmail.com';
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'cathybentwood@gmail.com'; 'astone@tccap.org'; 'amy.frechette@va.gov';
'marie@nhcadsv.org'; 'jmackey@nhs.org'; 'jenny.connor-

To: belcourt@use.salvationarmy.org'; 'EBerry@nhla.org'; 'CWellington@nhla.org'; 'Donna Curley'; 'brendonmeatley@veteransinc.org'; 'linda@nhcadsv.org'; 'd.mitchell@crossroadshouse.org'; Melany Mondello; 'clorentz@lactl.org'; 'KGrenier@fitnh.org'; 'rweeks@uppervalleyhaven.org'; 'sarak@uppervalleyhaven.org'; 'director@annemariehouse.org'; 'paula@cccnh.org'; 'execdir@belknaphouse.org'; 'president@belknaphouse.org'; Tappan, Christine; 'amoran@clmnh.org'; 'tom@housingactionnh.org'

Cc: 'Julie A Lane'; O'Connor, Betsy; Petzold, Heidi; Pitzer, Roger; Schott, Kristiane

Subject: Notice of Reallocation and Bonus funding available

Attachments: NHBoSCoC FY17 CoC Program NOFA RFP FINAL 2017 07 31.pdf

Good afternoon Balance of State CoC,

Attached you will find the CoC Program NOFA RFP, which describes in detail which activities are eligible for new and renewal applications.

The BOSCO has \$88,346 available for reallocation as of 7/31/17. If this amount changes, you will be notified by email.

The BOSCO has \$217,508 available for a Bonus application.

The attachment describes in detail the due dates for all applications.

You can also check the BHHS website for up to date information. <https://www.dhhs.nh.gov/dcbcs/bhhs/index.htm>

We look forward to seeing you tomorrow, August 1, 2017, at 10am for our COC NOFA meeting. Please RSVP to Betsy O'Connor if you have not already. Betsy.O'Connor@dhhs.nh.gov

Thank you!

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F: 603-271-5139
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New Hampshire Balance of State Continuum of Care (NH BoSCoC)

Notice of Funding Availability for the FY 2017 Continuum of Care (CoC) Program Competition

Published 7/31/17

The US Department of Housing and Urban Development (HUD) has released the FY 2017 Notice of Funding Availability (NOFA) for the CoC Program Competition. The Bureau of Housing and Homeless Services (BHHS) is the collaborative applicant responsible for completing and submitting an annual application for CoC Program funding application on behalf of the NH BoSCoC. The geography includes: Dover; Portsmouth; Rochester; Belknap County; Carroll County; Cheshire County; Coos County; Grafton County; Hillsborough County*; Merrimack County; Rockingham County; Strafford County; Sullivan County *Only Antrim, Bedford, Bennington, Deering, Francestown, Goffstown, Greenfield, Greenville, Hancock, Hillsboro, Lyndeboro, New Boston, New Ipswich, Pelham, Peterborough, Sharon, Temple, Weare, Wilton, and Windsor.

BHHS is soliciting request for projects and is providing notice that there are funds available through the NH-500 Balance of State Continuum of Care FY 2017 NOFA Competition.

The following guidance applies to all new and renewal CoC Program project applications.

I. ELIGIBLE APPLICANTS and COSTS

- A. Eligible project applicants for the CoC Program Competition are nonprofit organizations, States, local governments, and instrumentalities of State and local governments, and public housing agencies, as such term is defined in 24 CFR 5.100, without limitation or exclusion.
- B. Provisions at 24 CFR 578.37 through 578.63 identify the eligible costs for which funding may be requested under the CoC Program¹.
- C. No Awards to Debarred and Suspended Parties: BHHS will not make any subrecipient award or permit any award to any party which is debarred or suspended or is otherwise excluded from or ineligible for participation in Federal assistance programs under Executive Order 12549, "Debarment and Suspension."

II. PROJECT APPLICATIONS TYPES

- A. Renewal projects
- B. New Permanent Housing (PH) Bonus projects
- C. New Reallocation funding projects

III. RENEWAL PROJECTS

- A. BHHS will work directly with all eligible renewal projects to complete renewal applications that accurately reflect the project activities. BHHS will be sending out project applications for each subrecipient to review on **August 10, 2017**.

¹ <https://www.hudexchange.info/resource/2035/coc-program-interim-rule-formatted-version/>

- B. Any and all feedback, changes, or suggestions will need to be sent to Kristi Schott, electronically, by **August 17, 2017 by 4:30pm.**

C. POTENTIAL RENEWAL PROJECT CHANGES:

- 1) Expanding projects - Renewal projects are eligible to expand units, beds, persons or services through creation of a new project application for reallocation or permanent housing (PH) bonus funding. *(NOTE: this will require development and submission of a new project application per the instructions below. The project will be competitively ranked with other new projects.)*
- 2) Existing PSH projects – Renewal projects can change to 100% DedicatedPLUS to serve people who fall under the DedicatedPLUS criteria (see definitions end of this document for details). This includes former PSH Bonus and Samaritan Housing Initiative projects from past competitions who committed to serve 100% chronically homeless population.
- 3) RRH eligible population expansion – expanded options of eligible populations for RRH (see definitions end of this document for details)

IV. NEW PROJECTS

Applications for new projects will be accepted from eligible entities that have submitted an application by the CoC deadline and are proposing projects, in alignment with the CoC and HUD priorities.

A. NEW APPLICATION PROCESS: The application process is a two-step process.

1. Initial project application packets must be submitted electronically to BHHS.

Deadline: August 17, 2017 by 2:00 pm.

The initial new project application must be submitted on the Word template that can be found at BHHS's website: <https://www.dhhs.nh.gov/dcbcs/bhhs/>

2. A final project application, for projects chosen for funding, must be submitted electronically by the project applicant to the BHHS through HUD's e-snaps² electronic application system.

Deadline: September 12, 2017, by 4:30 pm

Information about submitting new project applications through e-snaps is available on HUD Exchange at:

<https://www.hudexchange.info/resource/2909/coc-project-application-instructions-for-new-projects/>

PLEASE NOTE: Failure to submit applications in e-snaps by the deadline means the project may not be included in the final project list for the 2017 NH BoSCoC Program funding.

B. New Application Funding Sources

1. **Reallocation funds: Approximately \$88,346 is available this year.**

BoSCoC may shift funds in whole or part from existing renewal projects to create one or more new projects.

Eligible project types include:

- a) Permanent Supportive Housing (PSH) that will serve chronically homeless individuals and families, including unaccompanied youth OR DedicatedPLUS eligible participants;

² <https://esnaps.hud.gov/grantium/frontOffice.jsf>

- b) Rapid Re-housing (RRH) that will serve:
 - 1) individuals and families, including unaccompanied youth, coming directly from the streets or emergency shelter or persons fleeing domestic violence situations, and other persons meeting the criteria of paragraph (4) of the definition of homelessness
 - 2) individuals or families leaving a transitional housing project what was eliminated in FY17
 - 3) people leaving the TH-RRH projects; OR
 - 4) People receiving services through a VA-funded homeless assistance program AND met one of the above criteria at initial intake to the VA homeless assistance system.
- c) Joint component projects, which will combine transitional housing (TH) and Rapid Re-Housing (RRH) into a single project to serve individuals and families experiencing homelessness.
- d) HMIS expansion from current HMIS Lead
- e) Coordinated Entry from current Coordinated Entry Lead

2. Bonus funds: Approximately \$217,508 is available this year.

Permanent Housing Bonus projects may create new projects or to expand renewal projects to add capacity to increase units and/or serve more people.

Eligible project types include:

- a) New permanent supportive housing (PSH) projects that will serve 100 percent chronically homeless families and individuals OR DedicatedPLUS eligible participants;
- b) New rapid re-housing (RRH) projects that will serve homeless individuals and families coming directly from the streets or emergency shelters, and includes persons fleeing domestic violence situations and other persons meeting the criteria of paragraph (4) of the definition of homeless; OR
- c) Joint component projects, which will combine transitional housing (TH) and Rapid Re-Housing (RRH) into a single project to serve individuals and families experiencing homelessness

V. MATCH REQUIREMENT

The recipient or subrecipient must match all CoC Program grant funds, except for leasing funds, with no less than 25% of cash or in-kind contributions from other sources in accordance with 24 CFR 578.73. Match is not be required to provided by budget line item, but as an aggregate sum.

VI. PROJECT APPLICATION ATTACHMENTS – NEW AND RENEWAL

- Documentation of Applicant and Subrecipient Eligibility
- Applicant Code of Conduct – verify if listed on HUD website, if not listed attach updated file that is in compliance with 2 CFR 200 requirements to project application
- The following are listed as attachments in the NOFA but are now built into e-snaps
- SF-424 Application for Federal Assistance (*built into e-snaps*)
- SF-424 Supplemental, Survey on Ensuring Equal Opportunities (*built into e-snaps*)
- Form HUD-2880 dated between May 1, 2017 and September 28, 2017 (*built into e-snaps*)
- Form HUD-50070, Certification for Drug-Free Workplace (*built into e-snaps*)
- SF-LLL, Disclosure of Lobbying Activities (*built into e-snaps*).

VII. FUNDING ORDER FOR NEW AND RENEWAL PROJECTS

- A. All accepted and rejected project applications must be notified in writing outside of the e-snaps system by the BoSCoC with projects that are rejected receiving the explanation for rejection.
- B. Projects will be funded per the order defined in the CoC Rank and Review Policy, which is available on the BHHS website.

VIII. APPEALS

- A. NH BoSCoC will accept written appeals submitted in accordance with the published policies and procedures of the CoC. If an applicant disagrees with their score, or placement on the ranking list, they may express their grievance in writing to the CoC Program Administrator within two business day of the list being published/distributed.
- B. The BoSCoC Executive Committee will hold an emergency conference call to discuss the grievance, and to make a final decision. The applicant will be notified of the Executive Committee's decision in writing by the CoC Program Administrator within one business day of the meeting.

FOR MORE INFORMATION

- Additional information on the NH BOS CoC FY17 CoC Program competition can be found at:
[https://www.dhhs.nh.gov/dcbcs/bhhs/](https://www.dhhs.nh.gov/dcbcs/bhhs/https://www.hudexchange.info/programs/e-snaps/fy-2017-coc-program-nofa-coc-program-competition/)
<https://www.hudexchange.info/programs/e-snaps/fy-2017-coc-program-nofa-coc-program-competition/>
- Additional information on the CoC Program rules and requirements can be found at:
<https://www.hudexchange.info/programs/coc/>

If you have questions about the CoC Program or the FY17 competition process, please contact:

Kristi Schott, CoC Program Administrator
Bureau of Homeless and Housing Services
NH Department of Health & Human Services
129 Pleasant St., Concord, NH 03301

P: (603)271-9194

Kristiane.Schott@dhhs.nh.gov

Definition Excerpts from FY17 CoC Program NOFA – see full NOFA for additional information

<https://www.hudexchange.info/resource/5419/fy-2017-coc-program-nofa/>

1. DedicatedPLUS is a new participant eligibility category for new and renewal PSH that can serve individuals with a disability and families in which one adult or child has a disability, including unaccompanied youth with a disability that are:
 - Experiencing chronically homeless;
 - Residing in transitional housing (TH) that will be eliminated in FY17 and were experiencing chronically homelessness at TH entry;

- In place not meant for human habitation, shelter or safe haven BUT were experiencing chronically homelessness AND had been in permanent housing (PH) project within last year and were unable to maintain housing placement ;
 - Residing in TH funded by Joint TH-RRH component project AND were experiencing chronically homelessness prior to entering the project;
 - In place not meant for human habitation, shelter or safe haven for at least 12 months in the last 3 years BUT has not done so on four separate occasions ; OR
 - In a Department of Veteran Affairs (VA)-funded homeless assistance program AND met one of the above at initial intake to the VA homeless assistance system.
2. Housing First prioritizes rapid placement and stabilization in permanent housing and does not have service participation requirements or preconditions. CoC Program funded projects should help individuals and families move quickly into permanent housing, and the CoC should measure and help projects reduce the length of time people experience homelessness. Additionally, CoCs should engage landlords and property owners, remove barriers to entry, and adopt client-centered service methods.
3. *Joint TH and PH-RRH Component Project.* The Joint TH and PH-RRH component project includes two existing program components—TH and RRH—in a single project to serve individuals and families experiencing homelessness. If funded, HUD will limit eligible costs as follows:
- 1) capital costs (i.e., new construction, rehabilitation, or acquisition), leasing of a structure or units, and operating costs to provide transitional housing;
 - (2) short- or medium-term tenant-based rental assistance on behalf of program participants to pay for the rapid rehousing portion of the project;
 - (3) supportive services;
 - (4) HMIS; and
 - (5) project administrative costs.

When a program participant is enrolled in a Joint TH and PH-RRH component project, the recipient or subrecipient must be able to provide both components, including the units supported by the transitional housing component and the tenant-based rental assistance and services provided through the PH-RRH component, to all participants. A program participant may choose to receive only the transitional housing unit or the assistance provided through the PH-RRH component, but the recipient or subrecipient must make both types of assistance available.

4. Rapid Re-housing (RRH)
- Residing in places not meant for human habitation or emergency shelter
 - Fleeing DV or other persons meeting criteria of paragraph (4) of definition of homelessness
 - In a TH project to be eliminated in FY17
 - In TH funded by a TH-RRH
 - Receiving services through VA-funded homeless assistance program AND met one of the above at initial intake to the VA homeless assistance system

NEW HAMPSHIRE BALANCE OF STATE CONTINUUM OF CARE

GOVERNANCE CHARTER

MAY 2017

CoC Co-Chair (print name): _Melissa Hatfield_____

CoC Co-Chair (title): _BHHS Bureau Administrator_____

CoC Co-Chair (signature): _____

DATE: 9/12/17_____

Adopted on May 9, 2017
Revised on September 12, 2017

**State of New Hampshire
Balance of State Continuum of Care (BoSCoC)**

Governance Charter

Article 1. BoSCoC Membership

The BoSCoC Membership is representative of relevant organizations within the State of New Hampshire to carry out all roles and responsibilities of the BoSCoC in the effort to prevent and end homelessness throughout New Hampshire. The BoSCoC Membership is open to all interested stakeholders in preventing and ending homelessness; including all recipients and sub recipients of CoC Program projects, the State of New Hampshire Bureau of Homeless and Housing Services, homeless and formerly homeless individuals, nonprofit homeless assistance providers, local property managers, victim services providers, faith-based organizations, other state and local government officials, businesses, policy advocates, public housing agencies, school district personnel, social service providers, mental health providers, hospitals, universities, affordable housing developers, and local law enforcement.

Article 2. Meeting Frequency

Meetings of the full BoSCoC Membership will take place at a minimum of six (6) times per year. Meetings will include a published agenda that will be posted publicly and distributed to all members prior to the meeting.

Minutes of each meeting shall be written and distributed via email to the BoSCoC prior to the next meeting, and officially voted on and approved at said meeting.

Article 3. Solicitation of New Members

At a *minimum* of once a year, a written invitation will be publicized seeking new members who are interested in reducing and ending homelessness within the geographic area to join the BoSCoC. The invitation will include the advance agenda, time, and location of the next BoSCoC meeting. The invitation will be made publicly available and distributed electronically within the geographic area. There will be minutes and a record of the meeting made public.

Article 4. BoSCoC Geographic Area

The BoSCoC Membership's geographic area will at minimum represent the following communities: Dover; Portsmouth; Rochester; Belknap County; Carroll County; Cheshire County; Coos County; Grafton County; Hillsborough County*; Merrimack County; Rockingham County; Strafford County; Sullivan County *Only Antrim, Bedford, Bennington, Deering, Frankestown, Goffstown, Greenfield, Greenville,

Hancock, Hillsboro, Lyndeboro, New Boston, New Ipswich, Pelham, Peterborough, Sharon, Temple, Weare, Wilton, and Windsor.

Article 5. Executive Committee/BoSCoC Board

The Executive Committee, who acts as the Board for the BoSCoC, develops overall goals and strategies for the BoSCoC and acts on behalf of the BoSCoC. Representation consists of seven (7) members selected by the BoSCoC membership, and must include a representative from the Bureau of Homeless and Housing Services (BHHS) and a homeless or formerly homeless individual.

Section 1. Officers and Duties. The officers shall be 2 Co-Chairs. These officers shall perform the duties prescribed by the Governance Charter. The Co-Chairs shall be responsible for chairing and convening all Executive Committee meetings. One Co-Chair shall be a BoSCoC member and represent homeless service providers or private entity and one Co-Chair shall be a member and represent the State of New Hampshire, Bureau of Homeless and Housing Services (BHHS). The Co-Chairs or an appointment designee, shall assure that minutes are taken and distributed for all meetings and be responsible for keeping the attendance records of the Executive Committee.

Section 2. Elections and Terms of Office. The Executive Committee members shall elect all officers through a majority vote. The non-State of NH, BHHS Co-Chair shall serve for a two-year term and may serve up to two consecutive terms. The remainder of the Board membership will be BoSCoC members that were voted in by a majority of the full BoSCoC membership and are seconded by a majority of the Executive Committee members. The Board Selection process will be reviewed, updated, and approved by the BoSCoC at least once every 5 years.

- During an election year, nominees will be solicited during the March meeting. The draft ballot will be sent out with the agenda for the May meeting.
- Voting will take place in person at the May meeting.
- The results will be emailed to the BoSCoC members by the end of May.
- Newly elected Executive Committee members will begin their terms on July 1 of the year they are elected.

Please see Appendix A for list of Executive Committee members and their term expiration date. Please see Appendix B for BoSCoC Election Guidelines.

Section 3. Executive Committee/Board Composition. The Executive Committee is made up of 7 members – the 2 Board Officers (Co-Chairs) and 5 additional members. It represents the following groups:

- State of New Hampshire– BHHS
- Homeless Services Provider Representatives (Individual, Family, Veteran)
- Homeless Advocacy
- Homeless or Formerly Homeless Individual

Section 4. Removal/Vacancies. The Administrator of BHHS or a majority vote from the Executive Committee may remove a member of the Executive Committee. An Executive Committee member may also resign their membership on the Board by providing written notice to BHHS staff and the Executive Committee. BHHS staff will work to coordinate the filling of a vacancy in collaboration with the Executive Committee.

Section 5. Executive Committee/Board Responsibilities. The Board will conduct the following activities:

- Leadership to leverage and prioritize the effective use of public/private resources
- Coordinate the BoSCoC's activities to further implementation efforts of the NH Plan to End Homelessness
- Prioritization of new and renewal projects funded through the US Department of Housing and Urban Development's Continuum of Care Program
- Oversight of the operation of the Continuum of Care in accordance with HUD's Continuum of Care Regulations
- Oversight of the BoSCoC's Homeless Management Information System (HMIS)
- Oversight of Continuum of Care Planning in accordance with HUD's Continuum of Care regulations

Section 6. Executive Committee/Board Meetings.

The Executive Committee will meet quarterly to conduct business. BHHS staff will provide meeting information and an agenda one week in advance of the meeting. The Co-Chairs also have the authority to call a special meeting in person or via other means (telephone, web cast) with 3 days' notice of the meeting. The Co-Chairs can also authorize a vote to be taken via electronic mail if necessary.

Article 6. Other Subcommittees

Subcommittees will be appointed as demand for specific subcommittee is needed. For example when the CoC Program Interim Rule was published in July 2012, the BoSCoC created several new subcommittees to address emerging mandates for the BoSCoC under the new CoC Program. There are no membership terms for subcommittees. The BoSCoC will add and delete subcommittees as they become necessary or irrelevant through a majority vote of the BoSCoC. The chairs and members are voluntary for an unlimited amount of time. The following Subcommittees are currently active within the BoSCoC:

- **Coordinated Entry Subcommittee:** This group is working to align NH's coordinated entry system with HUD notice CPD-17-01, Notice Establishing Additional Requirements for a Continuum of Care Centralized or Coordinated Assessment System, which prioritizes persons experiencing Chronic Homelessness and other vulnerable persons into permanent supportive housing.
- **HMIS Data Subcommittee:** This group provides statistical support to the BoSCoC. The support will include review of the Annual Homeless Assessment Report (AHAR), review of BoSCoC data from the statewide Point-in-Time survey, analysis of gaps in needs, census information, and review of data quality reports from the New Hampshire Homeless Management Information System (NH-HMIS). The Subcommittee will include representation from NH-HMIS, BHHS, and NH-HMIS users.
- **Youth Subcommittee:** In June of 2014, HUD issued the FY 2016 Policy Priority to End Youth Homelessness. In this policy, HUD established the goal of ending youth homelessness by 2020. In response to this release, the BoSCoC voted to change the Education Subcommittee to a Youth Subcommittee in an effort to focus on the HUD policy. The goal of this subcommittee is to identify and engage key partners, effectively identify and efficiently utilize resources available, and determine how to involve each in decision making about youth homelessness.

- ***Evaluation and Project Ranking Subcommittee:*** This group creates processes for reviewing, scoring and ranking projects based on HUD’s policy priorities and directions for the annual HUD CoC NOFA.

Article 7. LOCAL SERVICE DELIVERY AREAS

Local Service Delivery Areas (LSDA) consists of a group of service agencies and stakeholders, in a specific geographic area within the state. The LSDA includes organizations, individuals and service provider agencies that regularly strategize and coordinate the delivery of services to people experiencing homelessness or at risk of becoming homeless. Other common terms synonymous with LSDA include; local CoC, local service consortiums, and coalitions. The LSDA use a peer-to-peer support system and well as resource sharing with other LSDAs and the BoSCoC to develop strategies to increase local involvement.

Article 8. BoSCoC Responsibilities

The BoSCoC is responsible for the planning, performance and implementation of federal and local goals of preventing and ending homelessness. The following overarching responsibilities are encompassed within the BoSCoCs operations through various subcommittees, Executive Committee and are ultimately approved by the BoSCoC ;

- Development of annual goals and strategies to prevent and end homelessness
- Continually monitor the implementation of the activities surrounding these goals and provide support and action as necessary
- Approve the goals for the current year, which are identified in annual CoC Program Consolidated Application through the HUD Notice of Funding Availability.
- Coordination and collaboration with Emergency Solutions Grant recipient (BHHS) and sub recipients to evaluate project outcomes and performance
- Development of annual CoC Program Consolidated Application
- Implementation of a state-wide coordinated assessment and intake system
- Establish written standards for providing assistance (both with local funds and CoC Program assistance) that include:
 - Policies and procedures for evaluating eligibility for assistance
 - Policies and procedures for determining and prioritizing eligible participants in transitional housing programs

- Policies and procedures for determining and prioritizing eligible participants in rapid re-housing programs, including standards for rapid re-housing programs

Policies and procedures for determining and prioritizing eligible participants in permanent supportive housing programs**Article 9. Code of Conduct/Recusal Process**

Executive Committee Members and State employees that support the operation of the BoSCoC shall abide by all section of the code of conduct below. Failure to act in accordance with the code of conduct may result in removal from the membership of the Executive Committee.

Section 1. Conflict of Interest. The necessity for the fair and impartial administration of state and federal funds and the enforcement of the funder program requirements makes the avoidance of any conflict of interest of primary importance. A conflict of interest is a situation in which an employee or Executive Committee's member's private interest, usually financial, conflicts or raises a reasonable question of conflict with his or her official duties and responsibilities.

When an Executive Committees member's interests compete with the state of New Hampshire's or the Public's interests, the State or the Public's interests take precedence, even if that means the member might be disadvantaged or inconvenienced. Executive Committee members must not use their office for personal gain in any manner. The following outline recusal process for Executive Committee members:

(a) No Executive Committee member may request or receive, in any manner whatsoever, compensation or anything else of value: (i) for performance of his or her duties; or (ii) for influencing or appearing to influence such performance.

(b) Executive Committee members must not accept money or anything of value from anyone, or the promise of money or anything of value, for the performance of their duties within the BoSCoC or the failure to perform their duties. This is basic public policy, and every Executive Committee member should be on his or her guard to recognize an attempt to influence the performance of his or her duties by the giving of money or gifts.

(c) No Advisory Board member may participate in any matter relating to any entity in which, to his or her knowledge, the employee, or a member of his or her immediate family, or his or her business partner or any business organization in which he serves as an officer, director, trustee, or employee, or any person

or organization with whom he or she is negotiating or has any arrangement concerning prospective employment, has a financial interest.

(d) Executive Committee members have an obligation scrupulously to avoid the potential conflicts of interest which exist in their role as a voting member of the BoSCoC or as a member of its Executive Committee. If their duties require them to participate in a particular matter in which they have a financial interest, they have a duty to disclose and report promptly the existence or possible existence of a conflict of interest to their appointing authority. The appointing authority has the responsibility to determine whether there should be a transfer to another member of a vote which involves them, their immediate family, or any person with whom or entity in which they have some personal or financial involvement, or whether the appointing authority should assume responsibility for the particular matter, or whether to issue a written determination that the interest is not so substantial as to affect the integrity of the member.

(e) Executive Committee member shall recuse themselves from all discussions or voting that is or could be perceived to be an organizational conflict of interest. Per the US Department of Housing and Urban Development Continuum of Care Regulations (24 CFR 578.95), an organizational conflict of interest arises when, because of activities or relationships with other persons or organizations, the recipient or sub-recipient is unable or potentially unable to render impartial assistance in the provision of any type or amount of assistance under HUD's Continuum of Care Program, objectively in performing work with respect to any activity assisted under this part.

Article 10. BoSCoC Homeless Management Information System (HMIS)

The Balance of State Continuum of Care through its lead agency BHHS agrees to serve, as the HMIS Lead Agency for the BoSCoC. The parties further agree the HMIS Lead Agency BHHS will ensure that the HMIS Lead Agency requirements to establish, support, and manage the HMIS in a manner that will meet HUD's standards for minimum data quality; privacy, security and other HUD requirements for organizations participating in an HMIS are met.

BHHS as the lead agency will: coordinate the CoC's implementation of the HMIS software; provide assistance and guidance to all CoC project applicants; lead the CoC's efforts to assess and improve HMIS implementation, compliance and data quality; inform CoC members of training opportunities; and

develop a Data Quality Plan, a Privacy Policy and a Security Plan.

In addition to above listed HMIS responsibilities, the BoSCoC and the HMIS lead, will follow the requirements outlined in the separate NH HMIS Governance Model.

Article 11. Amendments

This Charter is a working document and can be amended by the BoSCoC regularly with a majority vote of the BoSCoC. At a minimum, this Charter will be reviewed and updated at least annually.

New Hampshire HMIS Governance Model



The NH-HMIS governance model:

- Defines the relationship between the HMIS implementation and the CoC;
- Establishes organizational requirements for the HMIS implementation;
- Formalizes leadership and oversight expectations; and
- Provides structure for decision-making.

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The New Hampshire Homeless Management Information System (NH-HMIS) Governance model is developed and formally documented between the HMIS Lead, Grantee, and Continuums of Care (CoC). It ensures that a formal agreement outlining management processes, responsibilities, decision-making structures, and oversight of the HMIS project has been executed (as evidence by a Memorandum of Understanding (MOU)). In order to be approved, the HMIS Advisory Council creates the Governance model; then looks to the CoC leadership for full agreement and sign off. This is the same process as used for changes to the *HMIS Policies and Procedures* document.

NH-HMIS policy is agreed upon and revised when necessary through CoC representation on the statewide NH-HMIS Advisory Council. The Council evaluates information regarding policy recommendations provided from each CoC. The Council reaches consensus on policy decisions and provides those to each CoC for review and approval. Once the recommendations are approved by all NH CoCs, they are incorporated into NH HMIS policy.

The tables in this document show the responsible entities that govern the following HMIS activities:

- Planning and Software Selection
- HMIS Management and Operations – Governance and Management
- HMIS Management and Operations – Compliance Monitoring
- HMIS Management and Operations – Data Quality
- HMIS Policy Development and Oversight
- Other Federal Requirements

Appendix A defines HMIS terms in more detail.

NOTE: Be sure to check the NH-HMIS website at <http://nh-hmis.org/> to ensure you have the most up-to-date version of this document. On the right side of the home page, see the link under the heading "NH HMIS Governance".

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HMIS Grantee: The State of New Hampshire
 CoC Names: BOS (Balance of State), MCOC (Manchester), GNCOC (Greater Nashua)
 CoC Subcommittee / Working Group Name: New Hampshire HMIS Advisory Council
 HMIS Lead / Grantee Name: State of New Hampshire, Department of Health & Human Services (DHHS),
 Bureau of Homeless & Housing Services (BHHS)
 HMIS Lead Agency: Harbor Homes, Inc. (HHI)

Governance Area	Responsible Entity					
	CoC	HMIS Grantee	HMIS Lead Org	HMIS Advisory Council	Participating Agency	Other
Planning and Software Selection						
HMIS Planning and Strategic Activities – Ensures that activities related to HMIS growth and use are developed, reviewed regularly, and are in accordance with the CoC's goals.	X	X	X	X		
HMIS Program Milestones Development – Identifies general milestones for project management, including training, expanded system functionality, etc.	X	X	X	X		
Universal Data Elements – Ensures that the HMIS is able to manage the collection of each data variable and corresponding response categories for the Universal Data Elements as outlined in the Current HMIS Data Standard.			X			
Project-Specific Data Elements – Ensures that the HMIS is able to manage the collection of each data variable and corresponding response categories for the Project-specific data elements as outlined in the Current HMIS Data Standard..			X			
Unduplicated Client Records -Ensures the HMIS is able to generate a summary report of the number of unduplicated client records that have been entered into the HMIS.			X			
APR & CAPER Reporting – Ensures the HMIS is consistently able to produce a reliable Annual Performance Report (APR) and Consolidated Annual Performance and Evaluation Report (CAPER).	X	X	X		X	

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HMIS Reports – Ensures the HMIS generates other client served, utilization summary, and demographic reports both at the system and program levels for purposes of understanding the nature and extent of homelessness in the CoC.	X	X	X				
Governance Area	Responsible Entity						
	CoC	HMIS Grantee	HMIS Lead Org	HMIS Advisory Council	Participating Agency	Other	
HMIS Management and Operations – Governance and Management							
HMIS Governance Structure – Ensures a HMIS governance model is developed and formally documented between the HMIS Lead Agency/grantee and the community planning body(ies). Ensures that a formal agreement that outlines management processes, responsibilities, decision-making structures, and oversight of the HMIS project as been executed (as evidence by a Memorandum of Understanding, Letter of Agreement, or similar such documentation). Regularly monitors the HMIS Lead/Grantee and the CoC HMIS Advisory Council and Data Committee on adherence to the agreement.	X	X	X	X			
HMIS Oversight Inclusive Participation – Ensures membership of the HMIS Advisory Council is inclusive of decision makers representing the CoC and community.	X	X		X			Community/ Clients
HMIS Technical Support – Provides technical expertise commensurate with the general HMIS program oversight; provides timely support on high level technical matters; reviews and authorizes HMIS software changes in response to the changing requirements of participating Agencies; and, generally reviews and authorizes special issues brought to it by participating Agencies.		X	X				HUD, NERHMIS, HMIS Vendor
HMIS Software Technical Support – Provides technical expertise commensurate with the requirements of the HMIS software and/or system; provides timely support on software technical matters; is responsible for implementation of authorized changes to the HMIS software and processes; and, generally implements resolutions to any special issues authorized by the HMIS Technical Support Entity within the software and/or overall system.		X	X				HUD, NERHMIS
HMIS IT Issue Tracking – Maintains a regularly updated list of HMIS system service requests, activities, deliverables, and resolutions.			X				

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HMIS IT Issue Monitoring (Community Level) – Regularly reviews HMIS System service requests, activities, deliverables and resolutions. Provides authoritative support when necessary to expedite IT issue resolution.	X	X			
HMIS Staff Organization Chart – Maintains a current and accurate organization chart that clearly identifies all team members, roles and responsibilities, and general work activities/functions. Organization chart is available for review (see Appendix B: Organization Chart).		X			
HMIS Software Training – Provides regular training on software usage, software and data security, and data entry techniques to participating Agencies. Develops, updates, and disseminates data entry tools and training materials, includes train the trainer. Monitors and ensures system and data security.		X			HMIS Vendor
HMIS User Feedback – Manages and maintains mechanisms for soliciting, collecting, and analyzing feedback from end users, program managers, agency executive directors, and homeless persons. Feedback includes impressions of operational milestones and progress, system functionality, and general HMIS operations. Examples of feedback include satisfaction surveys, questionnaires, and focus groups.		X	X	X	Community/ HMIS End Users
System Operation and Maintenance – Responsible for the day-to-day operation and maintains the HMIS System.		X			

Governance Area	Responsible Entity					
	CoC	HMIS Grantee	HMIS Lead Org	HMIS Advisory Council	Participating Agency	Other
HMIS Management and Operations – Compliance Monitoring						
HMIS Management Issues – Ensures that the HMIS is managed in accordance to CoC policies, procedures, and goals.	X	X	X	X		
HMIS Program Milestones Monitoring – Monitors milestones, notes variances, and reports variances to CoC membership.	X	X	X	X		
Agency and Program HMIS Participation – Regularly monitors program and agency-level participation in HMIS via comparison of point-in-time census of beds/slots versus clients served and reports findings to CoC on a regular basis. Evidence of monitoring reports are available for review.	X	X	X	X	X	

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NOFA and AHAR Participation – Ensures participation in the NOFA (Notice of Funding Availability) and AHAR (Annual Homeless Assessment Report).	X	X	X	X	X	X	
Client Acknowledgement – Ensures the completion and documentation of client acknowledgement, as appropriate with the CoC's Client Acknowledgement Policies and Protocols.			X	X	X	X	Community/ Clients
Data and System Security – Ensures adherence by agency staff with the HMIS data and system security protocols as outlined by the CoC and the Current HMIS Data Standard.			X	X	X	X	

Governance Area	Responsible Entity					
	CoC	HMIS Grantees	HMIS Lead Org	HMIS Advisory Council	Participating Agency	Other
HMIS Management and Operations – Data Quality						
Data Quality Standards – Develops and enforces community level data quality plan and standards.	X	X	X	X		HUD
Universal Data Elements – Ensures the collection of each data variable and corresponding response categories on all clients served by HUD, VA, other federally funded partners, FYSB, HOPWA, the State of NH, the City of Manchester, and non-funded participating projects.	X	X	X	X	X	
Project-Specific Data Elements – Ensures the collection of each data variable and corresponding response categories specific to their program type on all clients served by HUD, VA, other federally funded partners, FYSB, HOPWA, the State of NH, the City of Manchester, and non-funded participating programs.	X	X	X	X	X	
Data Quality Reports – Regularly runs and disseminates data quality reports to participating programs that indicate levels of data entry completion, consistency with program model, and timeliness as compared to the community data quality standards.		X	X		X	
Data Quality Reports – Provides technical assistance and training in response to data quality reports disseminated to participating programs that indicate levels of data entry completion, consistency with program model, and timeliness as compared to the community data quality standards.		X	X			

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Data Quality Reports – Regularly runs and disseminates data quality reports to the community planning entity that indicate cross program levels of data entry completion, consistency with program model, and timeliness as compared to the community data quality standards.		X	X		
Data Quality Reports – Regularly reviews data quality reports at community planning level on data entry completion, consistency with program model, and timeliness as compared to the community data quality standards.	X	X	X	X	Community/ HMIS End Users

Governance Area	Responsible Entity					
	CoC	HMIS Grantee	HMIS Lead Org	HMIS Advisory Council	Participating Agency	Other
HMIS Policy Development and Oversight						
Client Confidentiality and Privacy Training – Provides regular training on client confidentiality and privacy requirements to intake staff, data entry staff and reporting staff at participating Agencies. Ensures all Agencies have sufficient privacy policies and protocols in place.			X		X	HMIS Vendor
CoC System Performance Measurement Training – Provides regular training and guidance on program performance measurement.			X			HUD
CoC Community Planning Goals and Objectives Training – Provides training and regularly reviews the progress of the Community Planning Goals and Objectives.	X		X			
Business Practices Training – Provides training and guidance on business practices to support CoC and HMIS policies (CoC-specific protocols, ethics, strategies for communication, etc.).			X	X		
Program Funding Training and Orientation – All required HMIS participants (McKinney-Vento funded programs such as ESG, SHP, RHY, SSVF, HOPWA, PATH, and S+C, projects that target homeless) have received training and orientation on regulations pertaining to McKinney Vento funding.	X	X	X			HUD
Participating Agency Documentation – Maintains documentation of the number of participating Agencies (utilizing the HMIS system) is up-to-date. A comparative analysis of planned versus actual deployments at the project level is highly desired but not compulsory.	X	X	X			

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Participation Rates – Regularly reviews and monitors the HMIS coverage rates of the CoC. If coverage rates have not achieved a 75% level of participation, can provide an explanation for the barriers to implementation at specific Agencies. Ensures that ongoing engagement activities and barrier resolution are occurring with non-participating Agencies.	X	X	X	X	X	
Participation Rates – Provides regular reports on HMIS participation rates to CoC Data Subcommittee. An analysis of agency-specific barriers with potential solutions is highly desired but not compulsory.			X			
Policies and Procedures – Ensures the existence and use of HMIS Policies and Procedures.	X	X	X	X	X	HMIS End Users
Agency Participation Agreement – Ensures and maintains written agreements with participating Agencies that describes the protocols for participation in the HMIS.	X	X	X	X	X	
Data Sharing Agreements – Ensures and maintains written agreements with participating Agencies who share client level data that describes the level of data element or program information sharing among the data sharing HMIS Agencies.			X		X	
HMIS End-User Agreement – Ensures and maintains a written agreement with each authorized user of the HMIS that defines participation protocols, including training criteria, consent protocols, system use, and privacy and security standards.			X	X	X	
Client Acknowledgement – Ensures that the CoC and/or implementing jurisdiction geography of the HMIS grantee has a defined and documented client Acknowledgement protocol for use as a baseline practice among all participating HMIS users.	X	X	X	X	X	
Data Release – Ensures that the CoC and/or implementing jurisdiction geography of the HMIS grantee has a defined and documented HMIS data release protocol that governs release of all data from the HMIS.	X	X	X	X	X	

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Governance Area	Responsible Entity					
	CoC	HMIS Grantee	HMIS Lead Org	HMIS Advisory Council	Participating Agency	Other
Other Federal Requirements						
<i>Drug-Free Workplace</i> – The HMIS Grantee has adopted a drug-free workplace policy. The policy is posted and available for review.		X				
<i>Homeless Client Participation</i> – At least one homeless person or formerly homeless person participates in policymaking. Participation can include but is not limited to Advisory Council leadership, advisory committees, staff positions, and sub-committee positions.	X	X	X	X		Community/ Clients
<i>Conflict of Interest</i> – The HMIS Grantee has adopted a conflict of interest policy for board members, staff, and volunteers.		X				
<i>Equal Opportunity and Non-Discrimination Policy</i> – The HMIS Grantee has adopted an equal opportunity and non-discrimination policy.		X				

Appendix A: NH-HMIS Governance Model Definitions

Annual Homeless Assessment Report (AHAR) – A report to the U.S. Congress on the extent and nature of homelessness in America. The report is prepared by the Department of Housing and Urban Development (HUD) and provides nationwide estimates of homelessness, including information about the demographic characteristics of homeless persons, service use patterns, and the capacity to house homeless persons. The report is based primarily on Homeless Management Information Systems (HMIS) data about persons who experience homelessness during a 12-month period.

Annual Performance Report (APR) – A report that tracks program progress and accomplishments in HUD’s competitive homeless assistance programs. The APR provides the grantee and HUD with information necessary to assess each grantee’s performance.

Bed Utilization – An indicator of whether shelter beds are occupied on a particular night or over a period of time.

Central Intake Coordinated Assessment – A centralized or coordinated process designed to make program participant intake, assessment, and provision of referrals more efficient.

Consolidated Annual Performance and Evaluation Report (CAPER) -- Analysis of need within a community and identification of HUD-sponsored grants – Community Development Block Grant (CDBG), the HOME Investment Partnerships Program (HOME), the Emergency Solutions Grant (ESG), and the Housing Opportunities for Persons with AIDS Grant (HOPWA) -- which will best meet those needs.

Chronic Homelessness – HUD defines a chronically homeless person as

(1) A “homeless individual with a disability,” as defined in the Act, who:

- (i) Lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and
- (ii) Has been homeless (as described above) continuously for at least 12 months or on at least 4 separate occasions in the last 3 years where the combined occasions must total at least 12 months
 - Occasions separated by a break of at least seven nights
 - Stays in institution of fewer than 90 days do not constitute a break

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(2) An individual who has been residing in an institutional care facility for fewer than 90 days and met all of the criteria in paragraph (1) of this definition, before entering that facility; or

(3) A family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in paragraphs (1) or (2) of this definition, including a family whose composition has fluctuated while the head of household has been homeless.

Client Acknowledgement – This Acknowledgement embodies the element of informed Acknowledgement in a written form. A client completes and signs a document acknowledging that they have an understanding of the options and risks of participating or sharing data in an HMIS system. The signed document is then kept on file at the agency.

Continuum of Care (CoC) – A community with a unified plan to organize and deliver housing and services to meet the specific needs of people who are homeless as they move to stable housing and maximize self-sufficiency. HUD funds many homeless programs and HMIS implementations through Continuums of Care grants.

Coverage – A term commonly used by CoCs or homeless providers that refers to the number of beds represented in an HMIS divided by the total number of beds available.

Data Quality – The accuracy and completeness of all information collected and reported to the HMIS.

Data Standards – See the current HUD HMIS Data Standard.

Disabling Condition – A disabling condition in reference to chronic homelessness is defined by HUD as a diagnosable substance use disorder, serious mental illness, developmental disability, or chronic physical illness or disability, including the co-occurrence of two or more of these conditions. A disabling condition limits an individual's ability to work or perform one or more activities of daily living.

Emergency Shelter – Any facility whose primary purpose is to provide temporary shelter for the homeless in general, or for specific populations of the homeless.

Emergency Solutions Grant (ESG) – A federal grant program designed to help improve the quality of existing emergency shelters for the homeless, to make available additional shelters, to meet the costs of operating shelters, to provide essential social services to homeless individuals, and to help prevent homelessness.

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Family Youth Services Bureau (FYSB) – A federal program under HHS that supports organizations and communities that work to put an end to youth homelessness, adolescent pregnancy and domestic violence.

Homeless Management Information System (HMIS) – Computerized data collection tool designed to capture client-level information over time on the characteristics and service needs of men, women, and children experiencing homelessness.

HMIS Data Standards – This document describes the Project Description Data Elements, Universal Data Elements, and Project-Specific Data Elements that are used in the HMIS electronic data collection system.

HMIS Grantee – The State of New Hampshire.

HMIS Lead Organization – An organization designated to operate the CoC's HMIS on its behalf. In New Hampshire, Harbor Homes, Inc. is the Lead Organization.

Current HMIS Data Standard Manual – This document provides information about the regulations issued by HUD via the Federal Register describing the requirements for implementing HMIS and contains rules about who needs to participate in HMIS, what data to collect, and how to protect client information.

Inferred Acknowledgement – Once clients receive a verbal explanation of HMIS, acknowledgement is assumed for data entry into HMIS.

Informed Acknowledgement – A client is informed of participating in an HMIS system and then specifically asked to acknowledge and sign the Client Acknowledgement form.

McKinney-Vento Act – The McKinney-Vento Homeless Assistance Act was signed into law by President Ronald Reagan on July 22, 1987. The McKinney-Vento Act funds numerous programs providing a range of services to homeless people, including the Continuum of Care Programs: the Supportive Housing Program, the Shelter Plus Care Program, and the Single Room Occupancy Program, as well as the Emergency Solutions Grant Program.

NERHMIS –New England Regional Homeless Management Information System (NERHMIS).

NOFA – Notice of Funding Availability (NOFA) establishes the funding criteria for the Continuum of Care (CoC) Programs.

Participating Agency – An agency that uses HMIS to collect data.

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Shelter Plus Care Program – A program that provides grants for rental assistance for homeless persons with disabilities through four component programs: Tenant, Sponsor, Project, and Single Room Occupancy (SRO) Rental Assistance.

Single Room Occupancy (SRO) – A residential property that includes multiple single room dwelling units. Each unit is for occupancy by a single eligible individual. The unit need not, but may, contain food preparation or sanitary facilities, or both. It provides rental assistance on behalf of homeless individuals in connection with moderate rehabilitation of SRO dwellings.

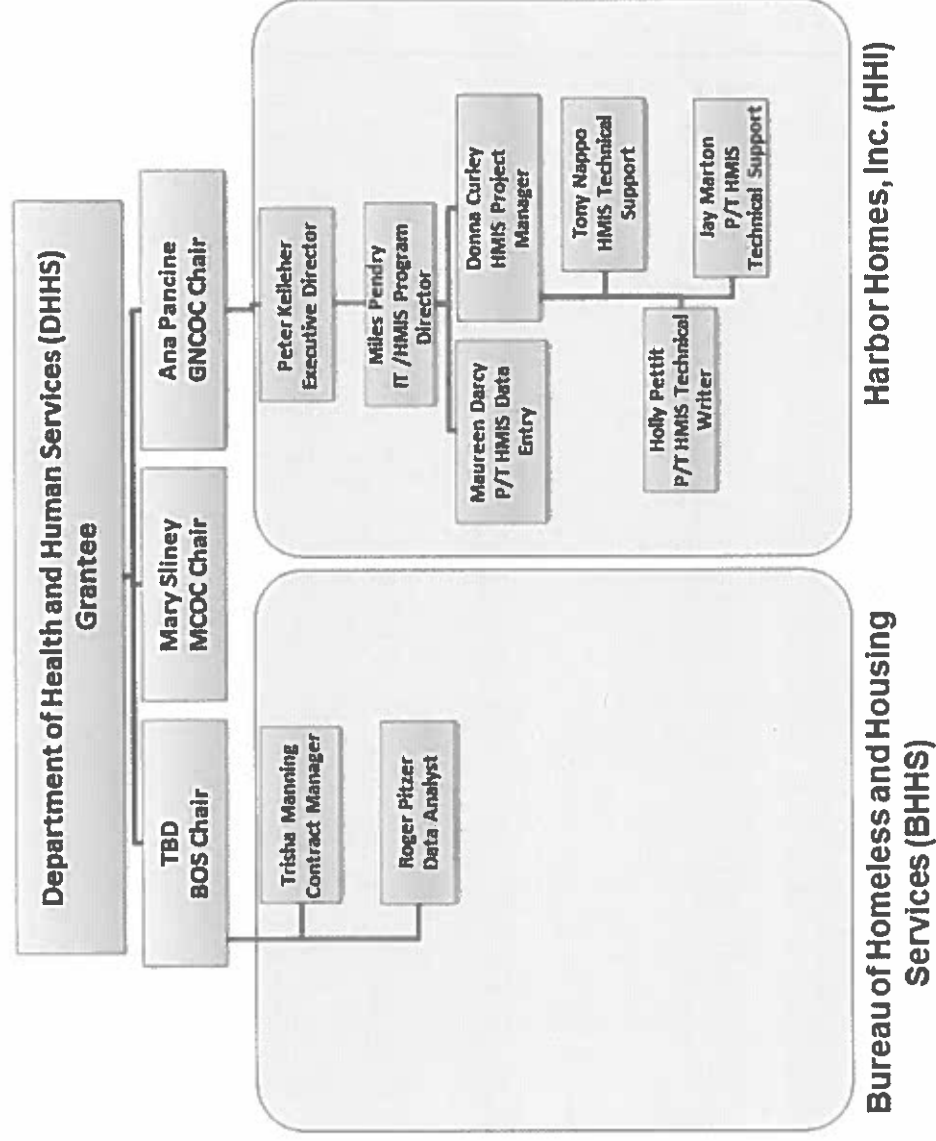
Unduplicated Count – The number of people who are homeless within a specified location and time period. An unduplicated count ensures that individuals are counted only once regardless of the number of times they entered or exited the homeless system or the number of programs in which they participated. Congress directed HUD to develop a strategy for data collection on homelessness so that an unduplicated count of the homeless at the local level could be produced.

Universal Data Elements (UDE) – Data required to be collected from all clients serviced by homeless assistance programs using an HMIS. These data elements include date of birth, gender, race, ethnicity, veteran's status, and Social Security Number (SSN). These elements are needed for CoCs to understand the basic dynamics of homelessness in their community and for HUD to meet the Congressional mandate.

Appendix B: HMIS Lead Agency Staff Organization Chart

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Document Revision History

The tables below contain high-level summaries of the changes made each time this document is released. Changes made before 2015 are indicated by date only. Revisions made after 2015 are indicated by letter revision and date.

Revision	Description	Section
August 2013	Added cover page	Page 1
	Added City of Manchester and non-funded participating programs	In description of "Universal Data Elements" and "Program-Specific Data Elements", Page 6
	Deleted SRO and HOPWA	In description of "Program Funding Training and Orientation", Page 7
	Changed Client Consent to Client Acknowledgement	Pages 8 and 10
	Added definition of Central Intake Coordinated Assessment	Appendix A
	Updated the definition of Chronic Homelessness as per HUD's definition	Appendix A
	Rewrote definition of HMIS Data Standards	Appendix A
	Rewrote definition of HUD HMIS Data Standards Final Notice	Appendix A
	In description of Inferred Acknowledgement, changed oral explanation to verbal explanation	Appendix A
	In definition of McKinney-Vento Act, changed Emergency Shelter Grant Program to Emergency Solutions Grant Program	Appendix A

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Revision D

	Added History of Changes section		Page 17
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June 2014 (changes since August 2013 document)

Revision	Description of Changes	Section
June 2014	Added Table of Contents	Page 2
	Changed Program-specific to Project-Specific	throughout
	Replaced Consumers with Clients	throughout
	Changed title 2010 Data and Technical Standards to 2014 Data Standard	throughout
	Changed Annual Progress Report to Annual Performance Report	Appendix A
	Added definition of NOFA	Appendix A
	Added Appendix B: HMIS Lead Agency Staff Organization Chart	Appendix B
	Updated History of Changes	Page 16

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Revision D

Revision	Date	Description of Changes	Section
C	07/2015	Changed document date to current.	Throughout
		Revised note text at the bottom of the page from "NOTE: Be sure to check the NH-HMIS website at http://nh-hmis.org/ to ensure you have the most up-to-date version of this document. On the right side of the home page, see the link under the heading "HMIS Reference Materials". to NOTE: Be sure to check the NH-HMIS website at http://nh-hmis.org/ to ensure you have the most up-to-date version of this document. On the right side of the home page, see the link under the heading "NH HMIS Governance".	Page 3
		Changed various specific references to the 2014 HMIS Data Standard throughout the document to a general "current HMIS Data Standard reference" to avoid recurring editing of these sections.	Throughout

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Revision D

Revision	Date	Description of Changes	Section
D	05/2016	Changed document date to current.	Throughout
		Revised: <i>APR Reporting</i> – Ensures the HMIS is consistently able to produce a reliable Annual Performance Report (APR).	Page 4
		to <i>APR & CAPER Reporting</i> – Ensures the HMIS is consistently able to produce a reliable Annual Performance Report (APR) and Consolidated Annual Performance and Evaluation Report (CAPER).	
		Revised: <i>Universal Data Elements</i> – Ensures the collection of each data variable and corresponding response categories on all clients served by HUD, the State of NH, the City of Manchester, and non-funded participating projects.	Page 7
		to <i>Universal Data Elements</i> – Ensures the collection of each data variable and corresponding response categories on all clients served by HUD, VA, other federally funded partners, FYSB, HOPWA, the State of NH, the City of Manchester, and non-funded participating projects.	
		Revised: <i>Project-Specific Data Elements</i> – Ensures the collection of each data variable and corresponding response categories specific to their program type on all clients served by	Page 7

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	<p>HUD, the State of NH, the City of Manchester, and non-funded participating programs.</p> <p>to</p> <p><i>Project-Specific Data Elements</i> – Ensures the collection of each data variable and corresponding response categories specific to their program type on all clients served by HUD, VA, other federally funded partners, FYSB, HOPWA, the State of NH, the City of Manchester, and non-funded participating programs.</p>	
	<p>Revised:</p> <p><i>Performance Measurement Training</i> – Provides regular training and guidance on program performance measurement.</p> <p>to</p> <p><i>CoC System Performance Measurement Training</i> – Provides regular training and guidance on program performance measurement.</p>	Page 8
	<p>Revised:</p> <p><i>Program Funding Training and Orientation</i> – All required HMIS participants (McKinney-Vento funded programs such as ESG, SHP, and S+C, projects that target homeless) have received training and orientation on regulations pertaining to McKinney Vento funding.</p> <p>to</p> <p><i>Program Funding Training and Orientation</i> – All required HMIS participants (McKinney-Vento funded programs such as ESG, SHP, RHY, SSVF, HOPWA, PATH, and S+C, projects that target homeless) have received training and orientation on regulations pertaining to McKinney Vento funding.</p>	Page 8
	<p>Added:</p>	Page 11

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		<p>Consolidated Annual Performance and Evaluation Report (CAPER) -- Analysis of need within a community and identification of HUD-sponsored grants -- Community Development Block Grant (CDBG), the HOME Investment Partnerships Program (HOME), the Emergency Solutions Grant (ESG), and the Housing Opportunities for Persons with AIDS Grant (HOPWA) - which will best meet those needs.</p>	
		<p>Revised:</p> <p>Chronic Homelessness – HUD defines a chronically homeless person as</p> <p>(1) An individual who:</p> <ul style="list-style-type: none"> (i) Is homeless and lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and (ii) Has been homeless and living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter continuously for at least one year, or on at least four separate occasions in the last 3 years; and (iii) Can be diagnosed with one or more of the following conditions: substance use disorder, serious mental illness, developmental disability (as defined in section 102 of the Developmental Disabilities Assistance Bill of Rights Act of 2000 (42 U.S.C. 15002)), post-traumatic stress disorder, cognitive impairments resulting from brain injury, or chronic physical illness or disability; or <p>(2) An individual who has been residing in an institutional care facility, including a jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria in paragraph (1) of this definition, before entering that facility; or</p> <p>(3) A family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in paragraph (1) of this definition, including a family whose composition has fluctuated while the head of household has been homeless.</p>	<p>Page 11</p>

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		<p>to</p> <p>Chronic Homelessness – HUD defines a chronically homeless person as</p> <p>(1) A “homeless individual with a disability,” as defined in the Act, who:</p> <ul style="list-style-type: none"> (i) Lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and (ii) Has been homeless (as described above) continuously for at least 12 months or on at least 4 separate occasions in the last 3 years where the combined occasions must total at least 12 months <ul style="list-style-type: none"> • Occasions separated by a break of at least seven nights • Stays in institution of fewer than 90 days do not constitute a break <p>(2) An individual who has been residing in an institutional care facility for fewer than 90 days and met all of the criteria in paragraph (1) of this definition, before entering that facility; or</p> <p>(3) A family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in paragraphs (1) or (2) of this definition, including a family whose composition has fluctuated while the head of household has been homeless. Page 11</p> <p>Added:</p> <p>Family Youth Services Bureau (FYSB) – A federal program under HHS that supports organizations and communities that work to put an end to youth homelessness, adolescent pregnancy and domestic violence.</p> <p>Page 13</p>
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	<p>Revised:</p> <p>HMIS Lead Agency Staff Organization Chart – Thomas Kelly has been replaced by Jay Marton as P/T HMIS Technical Support.</p> <p>Lisa Tsiopras has been replaced by Holly Pettit as P/T HMIS Technical Writer.</p>	Page 15
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STATE OF NEW HAMPSHIRE

NH-HMIS

(New Hampshire Homeless Management Information System)

Policies and Procedures Manual

July 2016

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1. HMIS Participation Policy

1 (a) Responsibilities

Beginning with the 2003 Continuum of Care (CoC) and Emergency Shelter Grants (ESG), and continuing with the Emergency Solutions Grant Homeless Prevention and Rapid Re-Housing Programs, the United States Department of Housing and Urban Development (HUD) requires all grantees and sub-grantees to participate in their local Homeless Management Information System (HMIS). This policy is consistent with the Congressional Direction for communities to provide data to HUD on the extent and nature of homelessness and the effectiveness of its service delivery system in preventing and ending homelessness.

The HMIS and its operating policies and procedures are structured to comply with the most current HUD *HMIS Data Standards Manual*. Recognizing that the Health Insurance Portability and Accountability Act (HIPAA) and other Federal, State and local laws may further regulate agencies, the NH-HMIS may negotiate its procedures and/or execute appropriate business agreements with Partner Agencies so they are in compliance with applicable laws.

2. Participation Requirements

2 (a) Mandated Participation

All designated agencies that are funded to provide homeless services by the State of New Hampshire (NH), Bureau of Homeless and Housing Services (BHHS), City of Manchester, Housing Opportunities for Persons with AIDS (HOPWA), Runaway and Homeless Youth (RHY), Projects for Assistance in Transition from Homelessness (PATH)*, Supportive Services for Veteran Families (SSVF), and/or HUD in the State of NH must meet the minimum HMIS participation standards as defined by this Policy and Procedures manual. These designated programs include: outreach, seasonal, emergency and transitional shelter, and permanent housing programs for people experiencing homelessness, Homelessness Prevention, and Rapid Re-Housing programs. These participating agencies will be required to comply with all applicable operating procedures and must agree to execute and comply with an HMIS Agency Participation Agreement.

2 (b) State Coordinated Entry System

On August 1, 2015, the State of NH implemented a Coordinated Entry system, with a goal of improving access to services for our homeless population, while improving communication between service providers in order to ensure the client's needs are being met in the most appropriate way. For this purpose, NH has 8 district regions, which are covered by the 3 Continuums of Care. Providers enter Coordinated Entry data into HMIS in order to track diversion and returns to homelessness.

2 (c) Voluntary Participation

Although non-funded agencies who agree to participate will meet minimum participation standards, NH-HMIS and each CoC strongly encourages non-funded agencies to fully participate with all of their homeless programs.

While each CoC cannot require non-funded providers to participate in the HMIS, the CoC works closely with non-funded agencies to articulate the benefits of the HMIS and to strongly encourage their participation in order to achieve a comprehensive and accurate understanding of homelessness in the State of New Hampshire.

*** NOTE: The PATH Program begins July 1, 2016.**

3. Minimum Participation Standards

- ☐ Collect all of the universal data elements, as defined by HUD, for all programs operated by the Agency that primarily serve persons who are homeless, formerly homeless, or at risk of becoming homeless.
- ☐ For all programs, enter federally required client-level data into the HMIS.
- ☐ For all programs funded by NH Dept. of Health and Human Services, City of Manchester, Supportive Services for Veteran Families (SSVF), HOPWA, PATH, RHY, and the Bureau of Homeless and Housing Services enter federally-required AND state-required client [level data](#).

~~level data.~~

- ☐ Complete data entry within specific timeframes, depending on the type of program (see Section 9. HMIS Data Quality Policies and Procedures).
- ☐ Comply with all HUD regulations for HMIS participation.

The NH-HMIS uses all submitted data for analytic and administrative purposes, including the preparation of NH-HMIS reports to funders, the Continuum's participation in the Federal Annual Homeless Assessment Report (AHAR), and CoC applications.

4. HMIS Agency Participation Requirements

HMIS Agencies are required to do the following:

- Authorized Agency users must directly enter client-level data into the HMIS database. Users have rights to access data for clients served by their Agency and use HMIS functionality based on their user level privileges. The Agency's data is stored in the HMIS central database server, which is protected by several levels of security to prevent access from unauthorized users.
- Each Agency must designate at least one Agency Administrator who is the

Agency's

point person/specialist regarding HMIS. The Agency Administrator is responsible for:

1. Providing and maintaining Agency specific information for the Executive Director and Agency Administrator (i.e.: name, address, email address and contact phone number).
2. Organizing its Agency's users.
3. Making sure proper training has taken place for the users and that all HMIS policy is being followed by all users from that Agency.
4. Notifying the NH-HMIS Lead Agency of any staff turnover within 5 working days
5. Notifying the NH-HMIS Lead Agency of any Project changes within 5 working days.

5. Hardware, Connectivity and Computer Security Requirements

5 (a) Workstation Specification

The minimum desktop specifications for ServicePoint 5 are:

- **Computer** – PC only (Bowman does NOT officially support Macintosh).
- **Mobile Devices** – The only mobile device that is officially supported by Bowman Systems is the Apple iPad running the latest version of iOS. At the time of this writing, testing has been completed with version 8.1.2. However, many mobile devices may be able to run ServicePoint, but if the device does not support Java, or does not run Java version 7 release 76, then it will not run ART.ServicePoint will not display correctly on a screen smaller 1024 pixels wide, and may be too small to on screens less than 7 inches.
- **OS/Memory**
 - **Windows XP**
 - As of April 24, 2014 Microsoft has ended all support for Windows XP.
As a result of the discontinued support, Microsoft is no longer providing updates to this operating system. This can result in security vulnerabilities that could render the installation unstable or even insecure. Because Microsoft is no longer supporting Windows XP, Bowman Systems cannot recommend using Windows XP with ServicePoint.
 - **Windows Vista** – 4 GB recommended (2 GB minimum)
 - Currently, there is a known issue using Internet Explorer 9 with Windows Vista. If using this configuration, it is impossible to download reports from ReportWriter. However, other versions of Internet Explorer allow the report to download fine, and Internet Explorer 9 will allow report download in other Operating Systems.
 - **Windows 7** – 4 GB recommended (2 GB minimum)

- Currently, Windows 7 is the most stable operating system for both ServicePoint and ART. Both architectures, 32bit and 64bit, run ServicePoint very well. However, if running the 64bit version of Windows 7 with Chrome, be sure to use the 32bit version of Java (see Java in Browsers Section). Chrome will not run 64bit Java.
 - **Windows 8 – 1 GB (32 bit), 2 GB (64 bit)**
 - There should be no issue with running Windows 8 as long as the most current version of Java that is installed is version Java 7 release 76. Be aware that within windows 8, there are 2 different versions of Internet Explorer. There is the "Modern" version of the browser as well as the classic "Desktop" version. The "Modern" version, that runs from the Live Tile interface, is not compatible with ART, however the classic desktop version is, as long as the proper version of Java is installed. Internet Explorer "Modern" version can cause the pop-ups to appear in difficult to read locations while in split screen mode as well as causing the browser to close unexpectedly. This is not a complete incompatibility issue, but it is a bug that can cause frustration. If the window unexpectedly closes before data can be saved, the data will have to be re-entered into the system upon re-load.
 - **Windows 8 RT**
 - Windows 8 RT, which is a version of Windows 8 for tablet devices, is not compatible with ART. This is because there is no other browser on the operating system except for the incompatible "Modern" version of Internet Explorer. Windows 8 RT only allows apps to be installed that are available in the Windows App store. Currently, no other browser is allowed in the Microsoft App store, making the incompatible version of Internet Explorer the only browser allowed to run on Windows 8 RT. Microsoft has begun to phase out Windows RT and it is being replaced with Windows 8.1.
 - **Windows 10 – 4 GB recommended (2 GB minimum)**
 - Windows 10 is supported.
- **Java**
 - Java is a required component for the Advanced Reporting Tool (ART). However, not all versions of Java are compatible with ART. Currently, Java version 7 release 76 (32 bit) is the only version of Java that is recommended by Bowman Systems in order to run ART. If you need to download the correct version of Java, open a ticket with NH HMIS. Earlier versions of Java are not recommended due to other issues with Java itself that make it unstable, but versions back to version 6 release 45 can be used, although they are not recommended. If newer versions of Java are installed on your system, we recommend that they be uninstalled, and Java version 7 release 76 (32 bit) be installed. We also recommend disabling

the "automatic update" feature to prevent unwanted updates to an incompatible version.

- **Monitor**
 - Screen Display - 1024 x 768 (XGA)
- **Processor**
 - A Dual-Core processor is recommended. Avoid machines with single core processors, which are usually much older computers.
- **Internet Connection**
 - Broadband
- **Browser**
 - ServicePoint is designed to be compatible with the newest versions of Google Chrome, Mozilla Firefox, and Apple Safari
 - **Browser Performance:** In the context of ServicePoint 5, there are three factors that outweigh all others: data transfer efficiency, memory management, and machine speed.
 - **Data Transfer** - We have observed that transfer efficiency may quickly become an issue if the user's machine's internet connection or their browser has abnormalities. A very bad internet connection will have different effects in different browsers.
 - **How to find out if you have data transfer problems:**
 - If things are fast, you don't have data transfer problems.
If pages seem to load slowly or not at all, you may have data transfer problems; or you may have browser problems. At this point, a transfer problem is not certain, but may be possible.
 - **Memory Management** - Some browsers handle memory differently than others. The best practice for determining the best browser is to see if you experience any of the following issues.
 - **Effects of poor memory management:**
 - Your overall system performance may degrade.
 - Your browser may suddenly seem to completely stop working. Blank pages may appear or certain page components won't work.
 - Your browser may run more and more slowly.
 - **What to do:**
 - If you suspect that you may have poor browser memory management, try updating your browser to a more recent version before switching to a different brand of browser. More than likely, any major issue will have been fixed with a more current release. If you still have issues, try switching to one of the other 3 major browsers. If you need help updating your browser, contact your IT Department.
 - **Machine Speed** - Avoid machines with single core processors,

which are usually much older computers. If your computer is a single-core machine operating at less than 2 GHZ, and you are not content with its performance:

- Switch to one of the fastest browsers. Chrome is recommended, Firefox is a good alternate; Internet Explorer versions 8, 9 and 10 are acceptable (see below for information regarding Internet Explorer version 11).
- Run no unnecessary programs while using ServicePoint.
- Monitor your CPU usage in Task Manager. If it is frequently at 100%, you need a more capable machine.
- Think about getting more RAM. But before you buy enough RAM to max out your computer, consider replacing your old computer with a new or used dual-core machine. Even an old dualcore tends to outperform a fully-upgraded, single-core in ServicePoint 5. Buying a used computer may actually cost less than buying a gigabyte or two of obsolete RAM for an older machine.

Note: Bowman Systems is working on a new version 6; it is expected to be a replacement reporting tool that will not require JAVA. Release date TBD.

- **ART Users**
 - The Advanced Reporting Tool (ART) only supports Java 7 release 7 (32 bit). Any higher versions of Java are not currently supported. We do not recommend the 64 bit version of Java because Chrome is a 32 bit only browser and the 64 bit version of Java does not function in Chrome.

5 (b) Internet Connectivity

Participating Program must have Internet connectivity for each workstation accessing the HMIS. To optimize performance, all agencies are encouraged to secure a high speed Internet connection with a cable modem, DSL, FiOS, or T1 line.

5 (c) Security Hardware/Software

All workstations accessing the HMIS need to be protected by a Firewall. If the workstations are part of an Agency computer network, the Firewall may be installed at a point between the network and the Internet or other systems rather than at each workstation. Each workstation also needs to have anti-virus and anti-spyware programs in use and properly maintained with automatic installation of all critical software updates.

Good examples of anti-virus software include McAfee and Symantec (Norton) Security systems, among others.

5 (d) Agency Workstation Access Control

Access to the HMIS will be allowed only from computers specifically identified by the Participating Agency's Executive Director or authorized designee and HMIS Agency Administrator. Laptop computers will require an additional security statement indicating that they will not be used for unauthorized purposes from unauthorized locations. Access to these workstations will be controlled through both physical security measures and a password. Each Agency's HMIS Agency Administrator will determine the physical access controls appropriate for their organizational setting based on HMIS security policies, standards and guidelines. Each workstation, including laptops used off-site, should have appropriate and current firewall, and virus protection as specified above, see *Section 5 (c) Security Hardware/Software*. Devices must only access secured, password-protected wi-fi with non-public access.

6. HMIS User Implementation

6 (a) Eligible Users

Each Participating Agency shall authorize use of the HMIS only to users who need access to the system for data entry, editing of client records, viewing of client records, report writing, administration or other essential activity associated with carrying out participating Agency responsibilities.

All Agency Administrations and End Users will be trained – either in person or using the online training materials. After training, users will be required to pass the HMIS certification test. When HMIS verifies the user has passed the test (with a grade of 80% or above), they will be given a password so they can access ServicePoint.

The HMIS Lead shall authorize use of the HMIS only to users who need access to the system for technical administration of the system, report writing, data analysis and report generation, back-up administration or other essential activity associated with carrying out central server responsibilities.

6 (b) User Requirements

Prior to being granted a username and password, users must sign an HMIS User Policy Agreement that acknowledges receipt of a copy of the Agency's privacy notice and that pledges to comply with the privacy notice.

Users must be aware of the sensitivity of client-level data and must take appropriate measures to prevent its unauthorized disclosure. Users are responsible for protecting institutional information to which they have access and for reporting security violations.

Users must comply with all policies and standards described in the following documents:

- this *Policies and Procedures Manual*
- the *User Confidentiality and Privacy Policy*
- the *Security Plan*

Users are accountable for their actions and for any actions undertaken with their username and password.

Agency Administrators must ensure that users have received adequate training prior to being given access to the HMIS database.

6 (c) Setting up a New HMIS User

User licenses are provided to the Agency as determined by NH-HMIS. If the Participating Program wishes to have additional licenses, they will be available for an additional cost to that program via an invoice processed by NH-HMIS.

If the Participating Agency wants to authorize system use for a new user, the Agency's Executive Director or authorized designee must:

- Determine the access level of the proposed HMIS user
- Execute an HMIS User Policy Agreement

The Agency Administrator must:

- Verify that an HMIS user confidentiality agreement has been correctly executed
- Verify that appropriate and sufficient training has been successfully completed
- Secure the new user ID and password in Service Point

Once the user ID is established, the Agency Administrator is responsible for maintaining the user account. If any user leaves the Agency or no longer needs access to the HMIS, the Agency Administrator is responsible for *immediately* terminating user access by deleting or inactivating the user account by using the NH-HMIS Ticket system. To open a Ticket, click the Ticket System tab at <http://nh-hmis.org/> or log on to <http://support.nh-hmis.org>.

Volunteers have the same user requirements as paid staff. They must have an individual user account, go through the same training, and have the same confidentiality and privacy documents signed and on file with the Agency they are serving.

The Executive Director or authorized designee is responsible for ensuring that the user understands and complies with all applicable HMIS policies and procedures.

6 (d) Enforcement Mechanisms

The HMIS Lead will investigate all potential violations of any security protocols. Any user found to be in violation of security protocols will be sanctioned.

Sanctions may include, but are not limited to:

- A formal letter of reprimand to the State of NH, CoC Chair, Data Chair, City of Manchester, SSVF, PATH, HOPWA, RHY, and the Executive Director
- Suspension of system privileges
- Revocation of system privileges

A Participating Agency's access may also be suspended or revoked if serious or repeated violation(s) of HMIS policies and procedures occur by Agency users.

7. HMIS Agency Implementation

(Also see *Section 11. Data Quality Training*)

Prior to setting up a new Participating Agency within the HMIS database, the HMIS System Administrator and CoC shall:

- Verify that the required documentation has been correctly executed and submitted or viewed on site, including:
 - Agency Participation Agreement
 - Admin Agency/Program Configuration Worksheet
 - *NH-HMIS Policies and Procedures Manual*
 - *NH-HMIS Governance Model document*
 - Designation of Agency Administrator
 - Verify funding source
 - License fee, if applicable
- Request and receive approval from the HMIS Lead Agency (see *Section: New Hampshire HMIS Contact Information*) to set up a new Agency.
- Work with the Agency Administrator to input applicable Agency and program information.
- Work with the HMIS Lead to migrate legacy data, if applicable, and within the scope of normal HMIS functions. Data needing additional HMIS or third party vendor intervention will be addressed on a case-by-case basis.
- Follow the HMIS naming conventions (Agency name: **Project**).

7 (a) New Project Implementation

Prior to setting up a new Participating Project within the HMIS database, the Agency shall verify that the required documentation has been correctly executed and submitted or viewed on site, including:

- Admin Agency/Project Configuration Worksheet
- Designation of Agency Administrator
- Verifying funding source

When completing your COC Application budget for a new project, keep in mind that funds will be needed to cover increased HMIS costs to cover HMIS-related tasks and staffing for stability of HMIS operations.

These cost may include, but are not limited to:

- One-time fee for HMIS set-up;
- Fees for adding customized fields or screens for agency-specific purposes;
- Fees for developing and/or generating custom reports for agency-specific use;
- One-time per agency or per user fees for training;
- Contract service fees for specific reports (e.g., fee for comprehensive homelessness report);

- Hourly fees charged to agencies for data entry or data cleanup; and
- Fees for data conversion from a legacy system, or integration with another system.

7 (b) Agency Information Security Protocol Requirements

At a minimum, Participating Agencies must develop rules, protocols or procedures to address the following:

- Policies in the event of a HIPPA breach*
- Internal Agency procedures for complying with the HMIS confidentiality requirements and provisions of other HMIS client and Agency agreements
- Posting a sign in the areas of client intake that explains generally the reasons for collecting personal information
- Appropriate assignment of user accounts
- Preventing user account sharing
- Protection of unattended workstations
- Protection of physical access to workstations where employees are accessing HMIS
- Safe storage and protected access to hardcopy and digitally generated client records and reports with identifiable client information
- Proper cleansing of equipment prior to transfer or disposal (i.e. disk shredding)
- Procedures for regularly auditing compliance with the Agency's information security protocol

** NOTE: If an Agency is not in compliance with this policy, they risk losing funding.*

7 (c) User Access Levels

All HMIS users must be assigned a designated user access level that controls the level and type of access the user will have within the system. Each user will only have access to client-level data that is collected by their own Agency unless they participate in Data Sharing groups.

8. HMIS Client Data Policies and Procedures

8 (a) Client Notification Policies and Procedures

The NH-HMIS has prepared standard documents for the HMIS User Policy Agreement and Client Acknowledgement Form. All written consent forms must be stored in a client's case management file for record keeping and auditing purposes. Forms are located on the HMIS website <http://www.nh-hmis.org>.

8 (b) Data Sharing Designated Groups of Common Programs that Share HMIS Data

8 (b) (1) CoC or ESG Homelessness Prevention and Rapid Re-Housing Programs

The NH DHHS Bureau of Homeless and Housing Services (BHHS) is currently contracting with a number of community-based programs to provide Homelessness Prevention and Rapid Re-Housing (RRH) services. These funds

provide assistance to individuals and families who are homeless or at risk of becoming homeless.

NH Prevention CoC or ESG Prevention and Coc or ESG Rapid Re-Housing programs are required to share client level information with other NH Prevention and Rapid Re-Housing programs. Shared information will improve accurate financial and service assessments, eliminate fraud, and result in better services for individuals and families. Each participating Prevention and Rapid Re-Housing program must sign a data sharing agreement that regulates how and when HMIS information is made available to all of these programs. Confidentiality and privacy are covered in the Client Acknowledgement Form that can be found on the HMIS website <http://www.nh-hmis.org>.

8 (b) (2) New Hampshire Emergency Shelters

On March 11, 2013, a network of New Hampshire emergency homeless shelters began sharing basic person-specific data. This action improves safety assessment and accuracy of HMIS records for these emergency shelter programs, and the individuals and families who use them. Each participating emergency shelter program must sign a data sharing agreement that regulates how and when HMIS information is made available to all of these programs. Confidentiality and privacy are covered in the Client Acknowledgement Form that can be found on the HMIS website <http://www.nh-hmis.org>. A list of participating Agencies can also be found on that website.

8 (c) Definitions and Descriptions of Client Notification and Consent Procedures

8 (c) (1) Client Notice

A written notice of the assumed functions of the HMIS must be posted and/or given to each client so that he/she is aware of the potential use of his/her information and where it is stored. See the Client Acknowledgement Form at <http://nh-hmis.org/sites/default/files/forms/client-acknowledgement-consent.pdf>. The client has a right to view a copy of his/her record upon request.

8 (c) (2) Applicability of Consents

The Participating Agency shall uphold Federal and State Confidentiality regulations to protect client records and privacy. If an Agency is covered by the Health Insurance Portability and Accountability Act (HIPAA), the HIPAA regulations prevail.

8 (d) Accountability for NH HMIS Policy

Participating Agencies must establish a regular process of training users on the NH-HMIS policies and procedures outlined in this manual, regularly auditing that the policy is being followed by Agency staff (including employees, volunteers, affiliates, contractors and associates), and receiving and reviewing complaints about potential violations of the policy.

9. HMIS Data Quality Policies and Procedures

The NH-HMIS has prepared the following data quality documents that outline the data quality policies and procedures (see the NH-HMIS website at http://nh-hmis.org/training/NH-HMIS_Data_Quality/):

- *Data Quality - Common Errors and Useful Reports*
- *Data Quality Plan and Best Practices Guide*

Data Quality reports are available on request. Quarterly report cards will be sent to the CoC Chairs by the BHHS Analyst.

9 (a) Data Quality Standard

- All names provided will be accurate
- Blank entries in required data fields will not exceed 5% per month
- Data inconsistencies or missing data will not exceed 10% as per AHAR participation rules
- All services provided will be compatible with providing program
- Data entry must be complete within the timelines specified in *Section 9. HMIS Data Quality Policies and Procedures*
- All PATH SAMHSA-Funded clients who are no longer receiving PATH services or outreach should be exited in the system. If a client has gone sixty (60) days without service or contact, then they must be exited from the system.
- If a client is not enrolled for any reason, once PATH Status Determination information is recorded, and exit from the program should be added to the client record.

9 (a) (1) Responsibility

Each of the three New Hampshire Continua of Care are responsible for implementing these data standards in such a way that:

- Specifies the data quality standard to be used by all participating agencies
- Provides a mechanism for monitoring adherence to the standard
- Provides the necessary tools and training to ensure compliance with the standard
- Includes strategies for working with agencies that are not in compliance with the standard

9 (a) (2) Data Sharing and Data Quality

- For programs that share basic client-specific data, corrections and updates to client information will be made by the most current program. When duplicate information is found, the Agency will notify NH-HMIS via a Ticket so the client data can be merged. To open a Ticket, click the Ticket System tab at <http://nh-hmis.org/> or log on to <http://support.nh-hmis.org>.

9 (b) Data Entry Standards by Type of Program

9 (b) (1) Emergency Shelters (including Seasonal Shelters)

All State funded Emergency shelters are required to be licensed to provide client

level data into the NH-HMIS. Programs shall utilize the entry/exit process for every client entered into NH-HMIS. All ShelterPoint data in a calendar week (Sunday 12:01 a.m. through Saturday 12:00 a.m.) must be entered by 9:00 a.m. of the following Tuesday. Minimum data elements required by HUD, including entry/exit data, must be entered within fourteen (14) days of an individual's entry into the program. ShelterPoint and client exits must be entered within five (5) days; Coordinated Entry requires up-to-date data.

9 (b) (2) Non-Emergency Shelters, Shelter Plus Care, Transitional Housing Programs, Permanent Supportive Housing and other Rental Assistance Programs

All programs in this program type are required to be licensed to provide client level data into the NH-HMIS. Minimum data elements required by HUD, including entry/exit data, must be entered with fourteen (14) days of an individual's entry into the program.

9 (b) (3) All HUD-Funded Outreach Programs

Outreach programs must maintain client level data as required by the State of NH, BHHS. All programs licensed to provide client level data into NH-HMIS. Programs shall utilize the entry/exit process for every client entered into NH-HMIS. Entry/exit dates and service transactions (if applicable) must be completed within forty-five (45) days of initial contact. Outreach providers who are not currently entering client level data into NH-HMIS must provide Homeless Outreach Contact Forms for clients seen the first fifteen days of the month and the last fifteen-sixteen days of the month within five (5) business days to the State of NH, BHHS.

In terms of outreach Data Quality, reporting on data quality for street outreach projects is limited to clients with a date of engagement. Therefore, it is important that when a worker records the engagement date, he/she also reviews all of the Universal Data Elements and applicable Program Specific Data Elements for completeness and accuracy. The initial data collection for outreach clients will be challenging; this is why HUD doesn't consider the data quality until the client is engaged.

9 (b) (4) PATH Programs

PATH-funded programs must maintain client level data as required by the State of NH, BHHS. All programs licensed to provide client level data into NH-HMIS. Programs shall utilize the entry/exit process for every client entered into NH-HMIS. Entry/exit dates and service transactions (if applicable) must be completed within thirty (30) days of initial contact.

In terms of PATH Data Quality, reporting on data quality for street outreach projects is limited to clients with a date of engagement. Therefore, it is important that when a worker records the engagement date, he/she also reviews all of the Universal Data Elements and applicable Program Specific Data Elements for completeness and accuracy. The initial data collection for outreach clients will be challenging; this is why HUD doesn't consider the data quality until the client is engaged.

9 (b) (5) Homelessness Prevention and Rapid Re-Housing Programs

All required data will be entered into HMIS within seven (7) business days of a person's entry into services.

9 (c) Data Quality Monitoring

It is strongly encouraged that Programs run an APR or equivalent annual report (for example, an ESG CAPER) monthly. The NH-HMIS System Administrator will perform regular data integrity checks on the HMIS data, which will include the following steps:

- Run HUD Universal Data Elements, Data Incongruities Reports, and other data quality reports as determined by NH-HMIS, CoC's and the State of NH, BHHS.
- Notify Agency Administrator of findings and timelines for correction.
- Re-run reports for errant agencies/programs, as requested. Follow up with Agency Administrators, if necessary.
- Notify Agency Executive Director if Agency administrators are not responsive to required corrective actions.
- Notify the CoC chair, the Data chair, HMIS Lead, for City of Manchester the CoC Data chair, and the HMIS Grantee (BHHS) regarding any uncorrected data quality issues.

9 (d) Accountability for Data Quality

- Any patterns of error at a Participating Agency will be reported to the Agency Administrator through electronic mail.
- Participating Agencies are expected to correct data errors as soon as possible, but no later than thirty (30) days of notification (unless AHAR or funding reports are due at the same time).
- When patterns of error have been discovered, users will be required to correct their data entry techniques and will be monitored for compliance.
- Programs under contract with NH DHHS BHHS will be considered to be out of compliance with their contract agreements if they do not demonstrate a good faith effort to make necessary data corrections as soon as possible, but no later than (30) thirty days of notification (unless AHAR or funding reports are due at the same time).

This can affect payments, and may place the program in default of the contract.

- If data is not up to date, Harbor Homes (HHI) will take the following steps:
 - A formal letter of notification to the State of NH, CoC Chair, Data Chair, and Executive Director
 - Inclusion of the status of non-compliance of the organization in public reports

10. Data Collection Requirements

10 (a) HUD Universal Data Elements

A Participating Agency is responsible for ensuring that a minimum set of data elements, referred to as the HUD Universal Data Elements (UDEs) as defined by the most current HUD *HMIS Data Standards Manual*, will be collected and/or verified from all clients at their initial program enrollment or as soon as possible thereafter. Participating Agencies are required to enter data into the HMIS as specified in *Section 9. HMIS Data Quality Policies and Procedures*.

The UDEs are all included collectively on the Client Profile, Assessment, and HUD Entry and Exit assessments, which are on the ServicePoint Entry and Exit screens, respectively.

Participating Agencies must report client-level UDEs using the required response categories detailed in the “Required Response Categories for Universal Data Elements”

section of the most current HUD *HMIS Data Standards Manual*. The most current version of this document can be from the NH-HMIS website at <http://www.nh-hmis.org>.

10 (b) Program-Specific Data Elements

All Participating Agencies are also responsible for ensuring that the Program-specific Data Elements, as defined by the most current HUD *HMIS Data Standards Manual*, are collected from all clients that are served by applicable HUD-funded programs. These Program-specific Data Elements must be entered into the HMIS as specified in *Section 9. HMIS Data Quality Policies and Procedures*.

Participating Agencies must provide client-level data for the Program-specific Data Elements using the required response categories detailed in sections “Required Response Categories” and “Program-Specific Data Elements” shown in the most current HUD *HMIS Data Standards Manual*. These standards are already incorporated into the HMIS.

The Program-specific Data Elements are located in the assessments, which are on the ServicePoint Entry and Exit screens, respectively.

10 (c) State Required Data Elements for State-Funded Programs

In addition to the HUD required data elements, the State of New Hampshire BHHS requires the following data elements:

- Is Client Chronically Homeless?
- Employed?
- Employment Tenure

See [APPENDIX B —NH State Required Data for Program-Specific Data Elements for State-Funded Programs](#) later in this document for a description of these data elements.

11. Data Quality Training

11 (a) Requirements

11 (a) (1) End-User Training

It is the responsibility of the Agency Administrator to train the end users in their Agency, as they have the best understanding of their program(s).

Each end user of the HMIS system must complete at least one session of training and pass the certification test with a grade of 80% or above before being given HMIS login credentials.

11 (a) (2) Agency Administrator Training

After completing End-User training, each new Agency Administrator must complete an additional Admin training session. This session will include how to configure and manage an Agency's programs and users in the HMIS. Agency Administrators will participate in subsequent training sessions as designated by the NH-HMIS Lead Agency, such as running the CoC APR, ESG, CAPER and/or other project reports.

11 (a) (3) Reports Training

Reports training for Agency Administrators and other interested users will be made available as needed. This training will include how to use existing canned reports in ServicePoint's ReportWriter and may include opportunities for training on the Advanced Reporting Tool (ART) (this training may require a report license).

NH-HMIS staff strongly encourages Participating Agencies to run their own data quality reports and APR or ESG report monthly so that Participating Agencies can monitor their own data quality and become more effective in serving clients across the Continuum.

12. HMIS Data Access Control Policies

12 (a) User Accounts

Agency Administrators are responsible for managing user accounts for their Agency. They must follow the procedures documented in *Section 6. HMIS User Implementation* for user account set-up including verification of eligibility, the appropriate training, and the establishment of appropriate user type. The assigned user type will determine each user's individual access level to data, and Agency Administrators must regularly review user access privileges.

The Agency Administrator is responsible for removing users from the system. They should discontinue the rights of a user immediately upon that user's termination from any position with access to HMIS by opening a Ticket from the <http://nh-hmis.org/> website or by logging on to <http://support.nh-hmis.org>.

12 (a) (1) User Passwords

Each user will be assigned a unique identification code (User ID), preferably the first initial and last name of the user.

A temporary password will be automatically generated by the system when a new user is created. The NH-HMIS Lead Agency will communicate the system-generated password to the user. The user will be required to establish a new password upon their initial login. This password will need to be changed every 45 days. A password cannot be used again until another password has expired. Passwords should be between 8 and 50 characters long, contain at least two numbers, and should not be easily guessed or found in a dictionary. The password format is alphanumeric and is case-sensitive. Users are prohibited from sharing passwords, even with supervisors.

12 (a) (2) Password Reset

Except when prompted by ServicePoint to change an expired password, users cannot reset their own password. The Agency Administrator and the NH-HMIS Lead Agency have the ability to temporarily reset a password. If an Agency Administrator needs to have his/her password set, they will need to create an HMIS Ticket so that the NH-HMIS Lead Agency can reset their password. To open a Ticket, click the Ticket System tab on the NH-HMIS website at <http://nh-hmis.org/> or log on to <http://support.nh-hmis.org>.

12 (a) (3) System Inactivity

Users must log off from the HMIS application and their workstation if they leave their workstation. Also, HUD requires password-protected screen-savers on each workstation. If the user is logged onto a workstation and the period of inactivity on that workstation exceeds 30 minutes, the user will be logged off the system automatically.

12 (a) (4) Unsuccessful Login

If a user unsuccessfully attempts to log in four times, the User ID will be “locked out”, their access permission will be revoked. They will be unable to regain access until their User ID is reactivated by the Agency Administrator or NH-HMIS Lead Agency. They will need to open an HMIS ticket.

12 (b) HMIS Data Ownership Policies

The client has the right to view and have corrections made on their own data. In the event that the relationship between the NH-HMIS and a Participating Agency is terminated, Participating Agency access is terminated. If another program is assuming the program administration then the data migrates to the new program (fees may apply).

12 (c) HMIS Data Use and Disclosure Policies and Procedures

Each of the HMIS Participating Programs must comply with uses and disclosure standards, as outlined in the HUD *HMIS Data Standards Manual*. The most current HUD data standards document can be found on the NH-HMIS website www.nh-hmis.org

hmis.org.

12 (d) HMIS Data Release Policies and Procedures

12 (d) (1) Data Release Criteria

HMIS client data will be released only in aggregate, for any purpose beyond those specified in *Section 12 (c) HMIS Data Use and Disclosure Policies and Procedures*, according to the criteria specified below.

12 (d) (2) Aggregate Data Release Criteria

All released data must be anonymous, either by removal of all identifiers and/or all information that could be used to infer an individual or household identity.

13. HMIS Technical Support Policies and Procedures

13 (a) HMIS Application Support

As unanticipated technical support questions on the use of the HMIS application arise, users will follow these procedures to resolve those questions:

During the normal NH-HMIS business hours:

- Review the on-line help in ServicePoint and/or training materials on the HMIS website at <http://nh-hmis.org/content/hmis-training>.
- Direct the technical support question to the Agency Administrator.
- If the question is still unresolved, the Agency Administrator/user can direct the question to the NH-HMIS team by opening a Ticket. To open a Ticket, click the Ticket System tab at <http://nh-hmis.org> or log on to <http://support.nh-hmis.org>.

After the normal NH-HMIS business hours:

- Review the on-line help in ServicePoint and/or training materials on the HMIS website at <http://nh-hmis.org/content/hmis-training>.
- If the question can wait to be addressed during the following business day, wait and follow the normal business hours procedure outlined above.
- If the question cannot wait, direct the technical support question to the Agency Administrator, if available.

13 (b) HMIS System Availability Policies

Every Wednesday from 10:00PM-11:00PM Eastern (EST) time, ServicePoint is unavailable because Bowman Systems is performing necessary backup and maintenance of the HMIS database when as few people as possible need access to the system. However, when the NH-HMIS receives notice of a planned interruption of service for other reasons or for an abnormal amount of time, the HMIS Lead Agency will notify Agency Administrators and End-Users via email. If there is an unplanned interruption to service, the NH-HMIS System Administrator will communicate with Bowman Systems, and Agency Administrators will be notified of any information

regarding the interruption as it is made available.

If you have any questions about policies and procedures, contact the [HMIS Lead](#), your CoC Data group, or the HMIS Advisory Council.

APPENDIX A — List of Data Elements

Participating Agencies must report client-level detail in the “Required Response Categories” for the HUD Universal Data Elements that are shown in the most current HUD *HMIS Data Standards Manual*.

These standards are already incorporated into the HMIS, and can be accessed from the HMIS website <http://nh-hmis.org/> under the heading “HMIS Reference Materials” in the right column.

APPENDIX B — NH State Required Data for Program-Specific Data Elements for State-Funded Programs

In addition to the HUD required data elements, the State of New Hampshire BHHS requires the following data elements:

- **Employed?** Response choices=Yes/No/Client Doesn’t Know/Client Refused.
- **Employment Tenure:** Response choices=Full- or Part-time.
- **Veteran?** If you are unsure as to whether or not you are a veteran, have you ever received health care benefits from a VA center? Yes/No/Data Not Collected.
- **Receiving Veteran Services?** Yes/No/Data Not Collected.
- **Eligible for Veteran Services?** Yes/No.
- **If No, reason:** Client Not Interested/Client Doesn’t Know/Data Not Collected.

APPENDIX C — New Hampshire Zip Codes per CoC

For some intake forms, it will be important to know the HUD-assigned CoC Code that is assigned to the geographic area where the client or head of household (HOH) is staying at the time of Project entry. The data element “Client Location” is used to link client data to the relevant CoC and is necessary for Projects that operate across multiple CoCs to ensure accurate counts of clients who are served within a CoC. Be aware that if the client moves, the CoC Code will need to be updated.

In New Hampshire, there are the following three CoCs:

1. Greater Nashua CoC - GNCO
2. Manchester CoC - MCOC
3. Balance of State - BOS

The CoC Code is determined by the Client’s zip code as shown below. For reference, the map shows the counties in New Hampshire.



Greater Nashua COC - GNCOC

03031 Amherst	03055 Milford
03033 Brookline	03057 Mont Vernon
03048 Mason*	03060 Nashua
03049 Hollis	03061 Nashua
03051 Hudson	03062 Nashua
03052 Litchfield	03063 Nashua
03054 Merrimack	03064 Nashua

Manchester COC - MCOC

03101 Manchester	03107 Manchester
03102 Manchester	03108 Manchester
03103 Manchester	03109 Manchester
03104 Manchester	03111 Manchester
03105 Manchester	

Balance of State - BOS

03601 Acworth	03816 Center Tuftonboro
03818 Albany	03603 Charlestown
03222 Alexandria	03813 Chatham
03275 Allenstown	03036 Chester
03602 Alstead	03443 Chesterfield
03809 Alton	03258 Chichester
03810 Alton Bay	03817 Chocorua
03216 Andover	03743 Claremont
03440 Antrim	03592 Clarksville (Pittsburg)
03217 Ashland	03576 Colebrook
03441 Ashuelot	03576 Columbia
03811 Atkinson	03590 Columbia
03032 Auburn	03301 Concord
03218 Barnstead	03302 Concord
03825 Barrington	03303 Concord
03812 Bartlett	03304 Concord (Bow)
03740 Bath	03305 Concord
03110 Bedford	03307 Concord (Loudon)
03220 Belmont	03229 Contoocook
03442 Bennington	03818 Conway
03780 Benton (Pike)	03745 Cornish
03785 Benton (Woodsville)	03746 Cornish Flat
03570 Berlin	03773 Croydon (Newport)
03574 Bethlehem	03225 Center Barnstead
03303 Boscawen (Concord)	03226 Center Harbor
03304 Bow	03814 Center Ossipee
03221 Bradford	03227 Center Sandwich
03833 Brentwood	03815 Center Strafford
03575 Bretton Woods	03816 Center Tuftonboro
03264 Bridgewater	03598 Dalton (Whitefield)
03222 Bristol	03230 Danbury
03298 BRM J Jill (Tilton)	03819 Danville
03872 Brookfield	03756 Dartmouth Hitchcock Medical Center
03223 Campton	03037 Deerfield
03285 Campton (Thornton)	03244 Deering
03741 Canaan	03038 Derry
03034 Candia	03576 Dixville
03224 Canterbury	03576 Dixville Notch
03598 Carroll (Whitefield)	03266 Dorchester
03225 Center Barnstead	03820 Dover
03813 Center Conway	03821 Dover
03226 Center Harbor	03822 Dover
03814 Center Ossipee	03604 Drewsville
03227 Center Sandwich	03444 Dublin
03815 Center Strafford	03588 Dummer

03046 Dunbarton
 03824 Durham
 03861 Durham (Lee)
 03602 East Alstead
 03231 East Andover
 03040 East Candia
 03041 East Derry
 03826 East Hampstead
 03241 East Hebron
 03827 East Kingston
 03605 East Lempster
 03868 East Rochester
 03445 East Sullivan
 03446 East Swanzey
 03830 East Wakefield
 03580 Easton (Woodsville)
 03832 Easton
 03832 Eaton Center
 03882 Effingham
 03233 Elkins
 03223 Ellsworth (Campton)
 03266 Ellsworth (Rumney)
 03748 Enfield
 03749 Enfield Center
 03042 Epping
 03234 Epsom
 03579 Errol
 03750 Etna
 03833 Exeter
 03835 Farmington
 03447 Fitzwilliam
 03043 Francestown
 03580 Franconia
 03235 Franklin
 03836 Freedom
 03044 Fremont
 03751 Georges Mills
 03247 Gilford (Laconia)
 03249 Gilford
 03237 Gilmanton
 03837 Gilmanton Iron Works
 03448 Gilsum
 03838 Glen
 03279 Glencliff
 03045 Goffstown
 03839 Gonic (Rochester)
 03581 Gorham
 03752 Goshen
 03240 Grafton
 03753 Grantham
 03047 Greenfield
 03840 Greenland
 03048 Greenville (Mason) *
 03241 Groton (Hebron)

03266 Groton (Rumney)
 03582 Groveton
 03754 Guild
 03249 Guilford
 03860 Hales Location (North Conway)
 03841 Hampstead
 03842 Hampton
 03843 Hampton
 03842 Hampton Beach
 03843 Hampton Beach
 03844 Hampton Falls
 03449 Hancock
 03755 Hanover
 03450 Harrisville
 03812 Harts Location
 03765 Haverhill
 03241 Hebron
 03242 Henniker
 03243 Hill
 03244 Hillsborough
 03451 Hinsdale
 03245 Holderness
 03106 Hooksett
 03229 Hopkinton (Contoocook)
 03845 Intervale
 03298 J Jill
 03299 J Jill
 03846 Jackson
 03452 Jaffrey
 03583 Jefferson
 03847 Kearsarge
 03431 Keene
 03435 Keene
 03435 Keene State College
 03833 Kensington (Exeter)
 03848 Kingston
 03246 Laconia
 03247 Laconia
 03246 Lakeport
 03247 Lakeport (Laconia)
 03584 Lancaster
 03585 Landaff
 03602 Langdon
 03756 Lebanon
 03766 Lebanon
 03824 Lee (Durham)
 03861 Lee
 03605 Lempster
 03251 Lincoln
 03585 Lisbon
 03561 Littleton
 03252 Lochmere
 03053 Londonderry
 03307 Loudon

03585 Lyman	03276 Northfield
03768 Lyme	03582 Northumberland
03769 Lyme Center	03583 Northumberland
03082 Lyndeborough	03584 Northumberland
03823 Madbury	03261 Northwood
03849 Madison	03290 Nottingham
03875 Madison (Silver Lake)	03741 Orange
03456 Marlow	03777 Orford
03850 Melvin Village	03864 Ossipee
03253 Meredith	03076 Pelham
03770 Meriden	03275 Pembroke
03887 Middleton	03303 Penacook
03588 Milan	03458 Peterborough
03851 Milton	03779 Piermont
03852 Milton	03780 Pike
03852 Milton Mills	03102 Pinardville
03853 Mirror Lake	03592 Pittsburg
03771 Monroe	03263 Pittsfield
03254 Moultonboro	03781 Plainfield
03255 Mount Sunapee (Newbury)	03865 Plaistow
03589 Mount Washington	03264 Plymouth
03457 Munsonville (Nelson)	03801 Portsmouth
03445 Nelson (Sullivan)	03802 Portsmouth
03457 Nelson	03803 Portsmouth
03070 New Boston	03804 Portsmouth
03854 New Castle	03805 Portsmouth
03855 New Durham	03593 Randolph
03256 New Hampton	03077 Raymond
03071 New Ipswich	03470 Richmond
03257 New London	03461 Rindge
03255 Newbury	03839 Rochester
03272 Newbury	03866 Rochester
03854 Newcastle	03867 Rochester
03856 Newfields	03868 Rochester
03801 Newington	03869 Rollinsford
03805 Newington	03431 Roxbury (Keene)
03857 Newmarket	03266 Rumney
03773 Newport	03870 Rye
03858 Newton	03871 Rye Beach
03859 Newton Junction	03079 Salem
03305 NH Dept of Safety	03268 Salisbury
03107 NH Insurance	03269 Sanbornton
03813 North Chatham	03872 Sanbornville
03258 North Chichester	03873 Sandown
03860 North Conway	03227 Sandwich / Center Sandwich
03862 North Hampton	03874 Seabrook
03774 North Haverhill	03458 Sharon (Peterborough)
03073 North Salem	03581 Shelburne (Gorham)
03590 North Stratford	03875 Silver Lake
03259 North Sandwich	03878 Somersworth
03260 North Sutton	03607 South Acworth
03431 North Swanzey	03813 South Chatham
03609 North Walpole	03819 South Danville
03262 North Woodstock	03882 South Effingham

03827 South Hampton
 03272 South Newbury
 03273 South Sutton
 03883 South Tamworth
 03462 Spofford
 03284 Springfield
 03582 Stark (Groverton)
 03576 Stewartstown (Colebrook)
 03274 Stinson Lake
 03457 Stoddard (Nelson)
 03464 Stoddard
 03884 Strafford
 03590 Stratford / North Stratford
 03885 Stratham
 03586 Sugar Hill
 03445 Sullivan
 03782 Sunapee
 03275 Suncook
 03431 Surry (Keene)
 03221 Sutton (Bradford)
 03257 Sutton (New London)
 03278 Sutton (Warner)
 03287 Sutton (Wilmont)
 03446 Swanzey
 03446 Swanzey Center
 03886 Tamworth
 03084 Temple
 03223 Thornton (Campton)
 03285 Thornton
 03276 Tilton
 03298 Tilton
 03299 Tilton
 03465 Troy
 03816 Tuftonboro / Center Tuftonboro
 03850 Tuftonboro
 03853 Tuftonboro (Mirror Lake)
 03894 Tuftonboro (Wolfeboro)
 03595 Twin Mountain
 03887 Union
 03603 Unity (Charleston)
 03743 Unity (Claremont)
 03773 Unity (Newport)
 03830 Wakefield / East Wakefield
 03872 Wakefield (Sanbornville)
 03887 Wakefield (Union)

03608 Walpole
 03278 Warner
 03279 Warren
 03280 Washington
 03215 Waterville Valley
 03281 Weare
 03303 Webster (Concord)
 03246 Weirs Beach (Laconia)
 03247 Weirs Beach (Laconia)
 03282 Wentworth
 03579 Wentworths Location (Errol)
 03810 West Alton / Alton Bay
 03466 West Chesterfield
 03235 West Franklin
 03784 West Lebanon
 03291 West Nottingham
 03890 West Ossipee
 03468 West Peterborough
 03284 West Springfield
 03597 West Stewartstown
 03469 West Swanzey
 03467 Westmoreland
 03598 Whitefield
 03287 Wilmot
 03287 Wilmot Flat
 03086 Wilton
 03470 Winchester
 03087 Windham
 03244 Windsor (Hillsboro)
 03289 Winnisquam
 03579 Wentworths Location (Errol)
 03894 Wolfeboro
 03896 Wolfeboro Falls
 03897 Wonalancet
 03293 Woodstock
 03785 Woodsville

****NOTE: Greenville (BoS) and Mason (GNCoC) share the zip code 03048, but are in different CoC***

Document Revision History

A high-level summary of the changes made each time this document is released are listed in this section. Each year the Advisory Council reviews this document; those changes have also been included.

Description	Section
Changed document date	Cover page, footer
Added, "State Coordinated Entry System – On August 1, 2015 the State of NH implemented a Coordinated Entry system, with a goal of improving access to services for our homeless population, while improving communication between service providers in order to ensure the client's needs are being met in the most appropriate way. For this purpose, NH has 8 distinct regions, which are covered by the 3 Continuums of Care. Providers enter Coordinated Entry data into HMIS in order to track diversion and returns to homelessness.	Page 6 Section 2 (a)
Under Minimum Participation Standards third bullet point added HOPWA, PATH and RHY.	Page 7 Section 3
Under OS/Memory, Windows 10 -- replaced, "With the soon to be released version of the Windows operating system, Windows 10, we urge all users to not upgrade to this operating system until thorough testing has been completed and all compatibility issues, if any, have been addressed. All users will be notified via a newswire when ServicePoint is compatible with Windows 10," with "4 GB recommended (2 GB minimum) Windows 10 is supported."	Page 8 Section 5 (a)
Under Java , deleted "We do not recommend the 64 bit version of Java because Chrome is a 32 bit only browser and the 64 bit version of Java does not function in Chrome. This version of Java is no longer available from Oracle."	Page 9 Section 5 (a)
Under Java , replaced "contact your Bowman Systems CCS," with "open a ticket with NH HMIS."	Page 9 Section 5 (a)
Under Browser , deleted, "Microsoft Internet Explorer."	Page 9 Section 5 (a)
Under Machine Speed , added "Note: Bowman Systems is working on a new version 6; it is expected to be a replacement reporting tool that will not require JAVA. Release date TBD."	Page 10 Section 5 (a)
Under Enforcement Mechanisms , first bullet point, added, "PATH, HOPWA and RHY."	Page 12, Section 6 (d)
Deleted, "Certification of Initial Implementation Requirements."	Page 13, Section 7
Deleted, "Open System or other."	Page 14, Section 7 (c)
Replaced "Open Systems" with "Data Sharing."	Page 14, Section 8.(b)

Added, "Coc or ESG."	Page 14, Section 8 (b)
Added, "Coc or ESG Prevention and Coc or ESG."	Page 14, Section 8 (b).
Replaced "Open Systems," with "Data Sharing and."	Page 16, Section 9 (a) (2)
Added, "ShelterPoint and client exits must be entered within five (5) days."	Page 16, Section 9 (b) (1)
Replaced, "Centralized intake," with "Coordinated Entry."	Page 16, Section 9 (b) (1)
Replaced, "in ART and/or other ART reports," with ESG, CAPER and/or other project reports."	Page 18, Section 11 (a) (2)
Replaced, "Viewer licenses or ad hoc licenses," with "a report license."	Page 19, Section 11 (a) (3)
Replaced, "16 characters," with "50 characters."	Page 19, Section 12 (a) (1)
Added: "Open an HMIS ticket."	Page 20, Section 12 (a) (4)

Revision D July 2015

Description	Section
Changed document date	Cover page, footer
Moved from front matter to "NH Zip Codes per CoC" to Appendix C.	Front matter, Appendix C
Changed references to "2014 HUD Data Standard" to "most current HUD Data Standard".	Throughout document
Added reference to PATH program	Page 6, Section 2 (a). Mandated Participation
Updated this section with current Bowman system specifications.	Page 7, Section 5 (a) Workstation Specification
Deleted "First time homeless? (all programs, except Homeless Outreach)" question	Page 18, Section 10 (c)
Deleted "Do you have a disability of long duration?" question	Page 18, Section 10 (c)
Deleted "(all programs, except Homeless Outreach)" from "Employed?" Question.	Page 18, Section 10 (c)
Deleted direct link to pdf for HMIS data standard	Page 20, Section 12 (c), Appendix A
Added reference to RHY program	Page 6, Section 2 (a)
Added new section "New Project Implementation". Moved existing items 7 (a) and 7 (b) to 7 (b) and 7 (c).	Page 13, Section 7 (a)

November 2014 (changes since 7-2014 document)

Description	Section
Deleted question "Is Chronically Homeless?"	Appendix B
Changed question from "Do you have a disability of long duration?" to "Does client have a disabling condition?" and updated the definition per the HUD 2014 Data Standard, see page 23.	Appendix B

July 2014 (changes since 8-2013 document)

Description	Section and (Page #)
Removed note about 2013 Data Standards not being finalized.	Appendix A
Changed response choices to the Employed question to "Client Doesn't Know/ Client Refused".	Appendix B
Changed HMIS Sponsor to HMIS Lead.	Throughout

Changed Advisory Committee to Advisory Council.	Throughout
Changed SSVF to Supportive Services for Veteran Families (SSVF).	Throughout
Changed title of <i>HUD Data and Technical Standards 2010</i> to <i>2014 HMIS Data Standards Manual</i> and corrected links to new version of the manual.	Throughout
Changed wording from “Employed? Homeless Outreach only” to “Except for Homeless Outreach”	State Required Data Elements for State-Funded Programs (10c)
Changed wording from “within 30 days” to “no later than 30 days”.	HMIS Data Quality Policies and Procedures (9)
Added Seasonal Shelter.	HMIS Data Quality Policies and Procedures (9)
Added that reports are available quarterly by BHHS analyst..	HMIS Data Quality Policies and
	Procedures (9)
Added requirement for HIPAA breach and Agency compliance	HMIS Agency Implementation (7a)
Changed naming conventions from “Agency name: Program” to “Agency name: Project”.	HMIS Agency Implementation (7)
Added FIOS to the list.	Internet Connectivity (5)
Added Java 6.45 and ART requirements.	Internet Connectivity (5)
Deleted XP from the list.	Hardware Connectivity (4)
Added note about HOPWAS starting March 1, 2015..	Participation Requirements (2)
Added CoC Codes and zip code chart.	Page vi
Changed the state picture to the HMIS logo.	Front cover

August 2013 (changes since 3-2013 document)

Description	Section and (Page #)
Added City of Manchester and SSVF as designated Agencies.	Mandated Participation (1), Minimum Participation Standards (2), Enforcement Mechanisms (5), Data Quality Monitoring (9)
Bowman does support IpadS with IOS 6 and up on the Safari browser. Bowman does NOT officially support Macintosh.	Workstation Specification (2)
Browser Internet Explorer version changed from 8 to 10.	Workstation Specification (2)
Added caution of using secure, password-protected wi-fi and non-public access.	Agency Workstation Access Control (3)
Clarified “naming conventions” to include Agency name:Program.	HMIS Agency Implementation (5)
Added participation in Open Systems or Data Sharing group	User Access Levels (6)
Corrected website link to Client Acknowledgement Consent PDF file.	Client Notice (7)
Added bullet about data inconsistencies must not exceed 10% per AHAR rules.	Data Quality Standard (7)
Added central intake will require up-to-date data.	Data Entry Standards/Emergency Shelters (8)
Recommendation that Programs run monthly APR or equivalent annual report, such as the ESG CAPER.	Data Quality Monitoring (8)
Data chair added to list of formal notification if data is not up-to-date.	Accountability for Data Quality (9)
The Employed question is for Homeless Outreach only.	State Required Data Elements (9)
Users must pass the certification test with grade of 80% or higher.	Data Quality Training Requirements (10)
Encouraged to run APR reports monthly.	Data Quality Training on Reports (10)
Correct the link to the 2004 Data Standards document.	HMIS Data Use and Disclosure (12)
First step is to contact the Agency Admin.	HMIS Application Support (12)
Bowman Systems performs backups every Wednesday 10-11:00 Eastern time.	HMIS System Availability Policies (13)

Element list removed since this will change with the new Data Standards when they are released.	Appendix A List of Data Elements (14)
Changed the definition of Chronically Homeless per email from One CPD.	Appendix B NH State Required Data for Program-Specific Data for State-Funded Programs (15)
Question “If currently employed, select tenure” changed to “Employment Tenure.”	Appendix B NH State Required Data for Program-Specific Data for State-Funded Programs (16)
Added section “History of Changes.”	Pages 16-17

March 2013 (changes since 5-2012 document)

Description	Section
Added Open Systems text. For Emergency Shelter programs that share basic client-specific data, corrections and updates to client information will be made by the current program. When duplicate information is found, the Agency will notify NH-HMIS via a Ticket so the client data can be merged.	Open Systems Data Quality
Required Data Elements (RDEs) changed to Universal Data Elements (UDEs).	HUD Universal Data Elements
<p>Added new data elements. In addition to the HUD required data elements, the State of New Hampshire BHHS requires the following data elements:</p> <ul style="list-style-type: none"> • First Time Homeless (all programs except Homeless Outreach) • Is Client Chronically Homeless? • Do you have a disability of long duration? • Employed? • If currently employed, select tenure 	State Required Data Elements
Optimal configuration for computers upgrading from SP4 to SP5.	Hardware Requirements
Added text. All Agency Administrations and End Users will be trained – either in person or using the online training materials. After training, users will be required to pass the HMIS certification test. When HMIS verifies the user has passed the test (with a grade of 80% or above), they will be given a password so they can access ServicePoint.	Eligible Users

NH-500 PHA List


FY17 CoC Program NOFA

- New Hampshire Housing Finance Authority – no preferences in place
- Portsmouth Housing Authority – no preferences in place
- Berlin Housing Authority - no preferences in place
- Keene Housing Authority – no preferences in place
- Concord Housing Authority - no preferences in place

NEW HAMPSHIRE BALANCE OF STATE CONTINUUM OF CARE
CONTINUUM OF CARE PROGRAM and EMERGENCY SOLUTIONS GRANT
WRITTEN STANDARDS
September 2016

CoC Co-Chair (print name): Melissa Hatfield

CoC Co-Chair (title): BHHS Administrator

CoC Co-Chair (signature): 

DATE: 7/21/17

Adopted on August 24, 2016
Updated July 21, 2017

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Introduction

These standards are a reference for all Continuum of Care Program (CoC) and Emergency Solutions Grant (ESG) recipients and subrecipients regarding the established community-wide expectations. They clarify the NH BoS CoC's priorities and outline the current minimum standards for all CoC and ESG funded projects within the CoC's geography. All projects receiving CoC and ESG funding are required to abide by these written standards. The CoC strongly encourages projects that do not receive CoC or ESG funding to accept and utilize these standards.

These standards are to be reviewed regularly in order to ensure the system of providing assistance is transparent, ensure priorities are clear to all recipients, and as a CoC that limited resources are being used strategically.

All Project Types

1. Projects must have written policies and procedures and consistently apply them to all participants.
2. Projects must serve eligible participants and keep written documentation of eligibility criteria and decisions.
3. Community Partnership
 - a. Projects must coordinate with other targeted homeless services within the CoC.
 - b. Projects must coordinate with mainstream resources in the CoC including housing, social services, employment, education and youth programs for which participants may be eligible.
4. Educational Services for Children
 - a. Projects serving families with children must demonstrate that they are:
 - i. Establishing policies and practices that are consistent with the education subtitle of McKinney-Vento Act and other laws relating to education and related services to homeless people (e.g. Head Start, Individuals with Disabilities Education Act, Higher Education Act), including:
 1. Informing homeless families and youth of their eligibility for McKinney Vento education services during the intake process;
 2. Not requiring that children enroll in new schools as a condition of entry;
 3. Not establish program requirements that prohibit children from remaining in their school of origin; and
 4. Develop relationships with colleges to access Higher Education Services specifically for homeless youth (Higher Education Act).
 - b. Projects serving families with children must designate a staff person to ensure that children are enrolled in school and connected to services in the community including programs such as:
 - i. Head Start
 - ii. Part C of the Individuals with Disabilities Education Act and
 - iii. McKinney-Vento education services.

The designated staff person should participate in service planning where there are extensive or significant unmet educational needs.

5. Assistance with accessing Mainstream Benefits, including health insurance access
 - a. Case managers shall systematically assist clients in completing applications for mainstream benefits.
 - b. Projects shall supply transportation assistance either directly or through referral to participants to attend mainstream benefit appointments, employment training, or jobs
 - c. Projects shall have staff systematically follow-up to ensure mainstream benefits are received by participants.
 - d. Projects are required to provide support and assist eligible participants to apply for healthcare options available through the Affordable Care Act and other funding sources.
6. Nondiscrimination Requirements
 - a. CoCs, recipients and subrecipients must continue to comply with the nondiscrimination provisions of Federal civil rights laws, including, but not limited to, the Fair Housing Act, Section 504 of the Rehabilitation Act, Title VI of the Civil Rights Act, and Titles II or III of the Americans with Disabilities Act, as applicable.
7. Coordinated Entry System (CES)
 - a. All ESG and CoC projects must participate in the CoC's Coordinated Entry System (CES). All admissions will be originated by a referral from the CES. See Coordinated Entry policy and procedure manual for details.
8. Data and Reporting
 - a. Projects must participate in the CoC's Homeless Management Information System (HMIS) or submit data from a comparable database if they are a designated domestic violence services provider.
 - b. Projects must submit an Annual Performance Report (APR) to the Department of Housing and Urban Development (HUD) and the CoC each year.
 - c. Projects must respond to requests from the HMIS Lead or CoC to improve data quality and support the annual submission of CoC Performance Measure results.
9. Project Recordkeeping Requirements for Recipients and Subrecipients (CoC Projects)
 - a. Projects will follow applicable record keeping requirements in 24 CFR 578.103.
 - b. Homeless Documentation
 - i. Recipients must maintain and follow written intake procedures to ensure compliance with the definition of chronically homeless¹ and homeless² for their CoC project. These procedures establish the order of priority for obtaining evidence as:
 1. Third-party documentation;
 2. Intake worker observations; and
 3. Certification from the person seeking assistance.
 4. NOTE: Records contained in an HMIS or comparable database used by victim service or legal service providers are acceptable evidence of third-party documentation and intake worker observations if the HMIS retains an auditable history of all entries, including the person who entered the data,

¹ <https://www.hudexchange.info/resource/4847/hearth-defining-chronically-homeless-final-rule/>

² <https://www.hudexchange.info/resource/1928/hearth-defining-homeless-final-rule/>

the date of entry, and the change made; and if the HMIS prevents overrides or changes of the dates entries are made.

- c. Disability Documentation, if applicable to project eligibility, must be obtained from a qualified third party who is licensed by the state to diagnose and treat the condition being documented. Intake staff-recorded observation of disability that within 45 days of the date of application for assistance is confirmed by a licensed professional as stated above. NOTE: Use of the option to document disability after program admission must be used cautiously due to possible financial impact if documentation is not obtained as expected.
- d. Property Standards
 - i. Housing Quality Standard (HQS) compliance documentation must be present for all CoC projects receiving leasing, rental assistance and operating assistance.
 - ii. Habitability Standards compliance documentation must be present for all ESG rental assistance. (See Appendix A for standards)
 - iii. Environmental Review³ compliance documentation must be present for all projects.
 - iv. Lead Based Paint Visual Assessment for all residential properties built before 1978 where a child under the age of six or a pregnant woman is, or will be, living in the unit must be present.

Homeless Prevention Projects

ESG homeless prevention funds may be used to provide housing relocation and stabilization services and short-term rental assistance necessary to prevent an individual or family from moving into an emergency shelter or another place described in paragraph (1) of the “homeless” definition in §576.2. This assistance may be provided to individuals and families who meet the criteria under the “at risk of homelessness” definition, or who meet the criteria in paragraph (2), (3), or (4) of the “homeless” definition in §576.2 and have an annual income below 30 percent of median family income for the area, as determined by HUD.

Eligibility Criteria

- See Appendix C

Minimum Standard of Assistance

- 10. Project staff must be familiar with and adhere to all project requirements of ESG as stated in Title 24 of the Code of Federal Regulations, Part 576⁴.
- 11. Project staff must provide assistance to participants to help avoid falling into homelessness.
- 12. Projects are required to have written policies and procedures regarding length of project enrollment and safeguards to meet the safety and shelter needs of special populations, e.g., victims of domestic violence/sexual assault; and families who have the highest barriers to housing and are likely to be homeless the longest.

³ <https://www.hudexchange.info/resource/4045/coc-program-environmental-review-flow-chart/>

⁴ <https://www.hudexchange.info/programs/esg/esg-law-regulations-and-notices/>

13. Projects are required to have written policies and procedures regarding how participant's needs for prevention services are determined and prioritized.
14. ESG funded projects are required to enter reporting data into NH HMIS and use NH HMIS to provide reports to the Department of Health and Human Services Bureau of Homeless and Housing Services. Programs may also be required to submit additional data that will be reported in HUD's Integrated Disbursement and Information System (IDIS) and the Annual Performance Report to the NH Consolidated Plan (CAPER).
15. ESG grants are subject to federal cost principles, including 2 CFR Part 200 if it is a non-profit entity, educational institution, or hospital, and Public Law 102-550 if it is a state or local government entity. Federal grant funds may be used only for expenses clearly related and necessary to carry out the approved activities, including both direct costs that can be specifically identified with the project, and allowable and allocable indirect costs.

Emergency Shelter Projects

Essential services of emergency shelter may include but are not limited to: case management, education services, employment assistance and job training, outpatient health services, legal services, life skills training, child care, food, personal care items, mental health services, substance abuse treatment services, transportation, and services for special populations. These services may be provided directly or through referral to another agency.

Eligibility Criteria

- Participants must meet the applicable HUD definition of homelessness⁵

Currently, each individual shelter/program has its own eligibility criteria. At entry, this may be based on the sub-population served, i.e. – age, gender, family composition, severity of behavioral health issues, etc.

Minimum Standard of Assistance

16. Projects must provide shelter for participants.
17. Project staff must provide assistance to participants to transition to permanent housing.
18. Projects are required to have written policies and procedures regarding length of stay, if any, and safeguards to meet the safety and shelter needs of special populations, e.g., victims of domestic violence/sexual assault; and families who have the highest barriers to housing and are likely to be homeless the longest.
19. Projects are required to have written policies and procedures regarding how residents' needs for essential services are determined and prioritized.
20. If the shelter provides services to families with children under 18, the age of the child may not be used as a basis for denying family's admission.
21. Termination of Shelter

⁵ Homeless definition standards can be found in the project rule, local RFPs, and NOFA documents as applicable.

- a. Terminations may only occur for violations of program requirements, conditions of occupancy or being no longer eligible under the written guidelines for continued assistance.

Transitional Housing Projects

Transitional Housing (TH) is designed to provide homeless individuals and families with interim stability and support to successfully move to and maintain permanent housing.

Eligibility Criteria

- Participants must meet the applicable HUD definition of homelessness⁶

Minimum Standards of Assistance

22. Participant length of stay cannot exceed 24 months⁷.
23. Project staff must provide assistance to participants to transition to permanent housing.
24. Support services must be provided throughout the duration of stay in transitional housing.
25. Project participants in transitional housing must enter into a lease agreement for a term of at least one month. The lease must be automatically renewable upon expiration, except on prior notice by either party, up to a maximum term of 24 months⁸.
26. Termination of Housing
 - a. Terminations may only occur in the most severe cases after a project has examined all extenuating circumstances regarding violations.
 - b. The project staff will work closely with participant and other housing providers to assess other viable housing options.
27. All TH programs are encouraged to incorporate Housing First Principles whenever possible.

Rapid Re-Housing Projects

Rapid Re-Housing is available to help those who are literally homeless be quickly and permanently housed. Rapid Re-Housing Projects (RRH) provide housing relocation and stabilization services and short or medium term rental assistance as needed to help a homeless individual or family move as quickly as possible to permanent housing and achieve stability in that housing. Please note, Rapid Re-Housing funds are available through both CoC and ESG.

Eligibility Criteria (ESG)

⁶ Homeless definition standards can be found in the project rule, local RFPs, and NOFA documents as applicable.

⁷ A homeless individual or family may remain in transitional housing for a period longer than 24 months, if permanent housing for the individual or family has not been located or if the individual or family requires additional time to prepare for independent living. However, HUD may discontinue assistance for a transitional housing project if more than half of the homeless individuals or families remain in that project longer than 24 months. (CoC Program Interim Rule, 578.79, <https://www.hudexchange.info/resource/2033/hearth-coc-program-interim-rule/>)

⁸ See previous footnote on extension of TH stays.

- Participants must meet the applicable HUD definition of homelessness⁹
- Participants must have combined income below 30% Area Median Income (AMI)
- Participant lacks identifiable financial resources and/or support networks
- See Appendix C for additional criteria

Minimum Standards of Assistance (ESG)

28. Rental assistance may be provided for a maximum of 9 months in a 3 year period.
29. Maximum dollar amount of rental assistance per household is up to \$9,000 which includes any rental arrearages payments.
30. Payments of rental arrears can occur in a one-time payment for up to 3 months.
31. Housing Stability Case Management may not exceed 30 days during the housing search period.
32. Follow-up will occur at minimum monthly while participants are receiving assistance.
33. Follow-up will occur at six months after discharge if resources are available.
34. ESG funded projects are required to enter reporting data into NH HMIS and use NH HMIS to provide reports to the Department of Health and Human Services Bureau of Homeless and Housing Services. Programs may also be required to submit additional data that will be reported in HUD's Integrated Disbursement and Information System (IDIS) and the Annual Performance Report to the NH Consolidated Plan (CAPER).
35. ESG grants are subject to federal cost principles, including 2 CFR Part 200 if it is a non-profit entity, educational institution, or hospital, and Public Law 102-550 if it is a state or local government entity. Federal grant funds may be used only for expenses clearly related and necessary to carry out the approved activities, including both direct costs that can be specifically identified with the project, and allowable and allocable indirect costs.

Eligibility Criteria (CoC)

- Participants must meet the applicable HUD definition of homelessness.
- Participants lack identifiable financial resources and/or support networks

Minimum Standards of Assistance (CoC)

36. Admission priority will be provided to homeless families and individuals with the most urgent need.
37. Projects may provide a rental subsidy for up to 24 months.
38. Each project will establish a policy and procedure to determine the percentage or amount of rent each program participant must pay.
39. Each project will establish a policy regarding any limits in the amount of rental assistance a participant may receive.
40. Housing First Principles must be followed by all RRH projects.

⁹ Homeless definition standards can be found in the project rule, local RFPs, and NOFA documents as applicable.

Permanent Supportive Housing Projects

Permanent Supportive Housing (PSH) is permanent housing with indefinite leasing or rental assistance paired with supportive services to assist individuals experiencing homelessness who also have a disability or families with an adult or child member with a disability achieve housing stability.

Eligibility Criteria

- Participants must meet the applicable HUD definition of homelessness¹⁰
- PSH can only provide assistance to individuals with disabilities and families in which at least one adult or child has a disability.

Minimum Standards of Assistance

41. No Designated Length of Stay - Program participants will be provided housing without a designated length of stay that permits them to live as independently as possible.
42. Lease Agreement - The program participant must be the tenant on a lease for a term of at least one year that is renewable and is terminable only for cause. The lease must be renewable for terms that are a minimum of one month long.
43. Supportive Services
 - a. Supportive services will be designed to meet the needs of program participants and must be made available to the program participants.
 - b. Supportive services to enable program participants to live as independently as possible must be provided throughout the duration of their time in the project.
 - c. Supportive service participation will not be required as a condition to maintain housing.
 - d. Projects will conduct an annual review of individual participants' service need and offer additional services if necessary.
 - e. Projects will conduct an annual review of the service needs of the project and should adjust services accordingly¹¹. Unmet needs identified and brought to the local and Balance of State CoC meeting for discussion.
44. Housing Units
 - a. Two individuals in a shared housing situation will have their own lease.
 - b. All projects will comply with local, city, state, and federal regulations, ordinances, and enforcements as applicable in regards to all housing units.
45. Termination of Housing
 - a. Terminations may only occur in the most severe cases after a project has examined all extenuating circumstances regarding violations.
 - b. Termination of occupancy of housing may only occur in cases of noncompliance with the lease or failure of tenant to carry out obligations under landlord and tenant law.

¹⁰ Homeless definition standards can be found in the project rule, local RFPs, and NOFA documents as applicable.

¹¹ CoC Program Interim Rule, 578.53 (a) (2) <https://www.hudexchange.info/resource/2033/hearth-coc-program-interim-rule/>

- c. Legal court eviction proceedings will be used in order to terminate tenancy from a housing unit.
 - d. Participants may not be terminated involuntarily from housing for refusal to participate in services or for violating program rules that are not related to lease compliance.
 - e. Provider will work closely with participant and other housing providers to assess other viable housing options if termination is unavoidable.
46. Housing First Principles will be incorporated into all PSH program by **2017**.
- a. Housing First is a programmatic and systems approach that centers on providing people experiencing homelessness with housing quickly and then providing services as needed.
 - b. Separation of Housing and Treatment: Housing is not contingent on compliance with services – participants are expected to comply with a standard lease agreement and are provided with services and supports to help maintain housing and prevent eviction.
 - c. Participants have choice from available housing options in an integrated community setting.

Prioritization of Housing Resources

These standards establish the community-wide expectations of how resources are to be targeted with the community separate from meeting eligibility requirements, and specific to prioritizing assistance according to highest needs and greatest barriers towards obtaining and maintaining housing on their own. The NH BOS CoC has adopted HUD Notice CPD-16-11: Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing¹². Standards for compliance with the notice are listed below in PSH Availability section.

Minimum Standards of Assistance

47. Recipients and subrecipients must exercise due diligence when conducting outreach and assessment to ensure that persons are prioritized for assistance based on the project specific criteria contained in these standards.
48. Documentation standards for showing outreach due diligence include:
- a. Written project intake procedures showing the adoption of the written standards.
 - b. Documentation of the process and results used to determine the severity of service needs.
 - c. Documentation of the determination that no higher prioritized population members were present or willing to accept the project bed including:
 - i. Written evidence of outreach efforts to locate eligible persons
 - ii. Specific numbers of eligible participants that refused assistance
 - iii. Attempts to engage person who refused assistance.
49. PSH Availability for Dedicated or Prioritized Beds
- a. Turnover beds in PSH projects will be prioritized for persons experiencing chronic homelessness based on the length of time they have resided in a place not meant for human

¹² <https://www.hudexchange.info/resource/5108/notice-cpd-16-11-prioritizing-persons-experiencing-chronic-homelessness-and-other-vulnerable-homeless-persons-in-psh/>

habitation, a safe haven, or an emergency shelter and the severity of the service needs as determined by a standardized tool.

50. PSH Availability for Non-Dedicated or Non-Prioritized Beds

- a. Priority 1 – Persons with a disability and who resided in a place not meant for human habitation, a safe haven, or an emergency shelter with fewer than 4 episodes that cumulatively total at least 12 months (i.e. not chronically homeless) and has been identified as having severe service needs.
- b. Priority 2 – Persons with a disability who resided in a place not meant for human habitation, a safe haven, or an emergency shelter that **have** been identified as having severe service needs and are not Priority 1 households.
- c. Priority 3 - Persons with a disability who resided in a place not meant for human habitation, a safe haven, or an emergency shelter that **have not** been identified as having severe service needs.
- d. Priority 4 - Persons with a disability who resided in transitional housing including persons fleeing or attempting to flee domestic violence.

51. RRH Bed Availability – to be developed

52. TH Bed Availability – to be developed

53. ES Bed Availability – to be developed

Appendices

Appendix A: Habitability Standards (ESG Projects Only)

The habitability standards that must be followed are outlined below:

- a. State and local requirements. Each provider must ensure that housing occupied by a household receiving ESG assistance is in compliance with all applicable state and local housing codes, licensing requirements, and any other requirements in the jurisdiction in which the housing is located regarding the condition of the structure and the operation of the housing or services.
- b. Unless less stringent variations are approved by HUD, housing occupied by the household receiving ESG funding must meet the following minimum requirements:
 1. Structure and Materials. Structures must be structurally sound so as not to pose any threat to the health and safety of the occupants and so as to protect the residents from the elements.
 2. Access. Housing must be accessible and capable of being utilized without unauthorized use of other private properties. Structures must provide alternate means of egress in case of fire.
 3. Space and Security. Each household must be afforded adequate space and security for themselves and their belongings. Each resident must be provided an acceptable place to sleep.
 4. Interior Air Quality. Every room or space must be provided with natural or mechanical ventilation. Structures must be free of pollutants in the air at levels that threaten the health of residents.
 5. Water Supply. The water supply must be free from contamination.
 6. Sanitary Facilities. Residents must have access to sufficient sanitary facilities that are in proper operating condition, may be used in privacy, and are adequate for personal cleanliness and the disposal of human waste.
 7. Thermal Environment. The housing must have adequate heating and/or cooling facilities in proper operating condition.
 8. Illumination and Electricity. The housing must have adequate natural or artificial illumination to permit normal indoor activities and to support the health and safety of residents. Sufficient electrical sources must be provided to permit use of essential electrical appliances while assuring safety from fire.
 9. Food Preparation and Refuse Disposal. All food preparation areas must contain suitable space and equipment to store, prepare, and serve food in a sanitary manner.
 10. Sanitary Condition. The housing and any equipment must be maintained in sanitary condition.
 11. Fire Safety.
 - (i) Each unit must include at least one battery-operated or hard-wired smoke detector, in proper working condition on each occupied level of the unit. Smoke detectors must be located, to the extent practicable, in a hallway adjacent to a bedroom. If hearing-impaired persons occupy the unit, smoke detectors must have an alarm system designed for hearing-impaired persons in each bedroom occupied by a hearing-impaired person.
 - (ii) The public areas of all housing must be equipped with a sufficient number, but not less than one for each area, of battery-operated or hard wired smoke detectors. Public areas include, but are not limited to, laundry rooms, community rooms, day care centers, hallways, stairwells, and other common areas.

- c. **Lead-based paint remediation and disclosure.** The Lead-Based Paint Poisoning Prevention and Disclosure Act (42 U.S.C. 4821-4846), the Residential Lead Based Paint Hazard Reduction Act of 1992 (42 U.S.C.4851-4856), and implementing regulations in CFR part 35, subparts A, B, H, J, K, M, and R apply to all shelters assisted under ESG Program and all housing occupied by program participants.

Appendix B: HUD Program Guidelines for Assessing Cultural Competence

The following guidelines are used in assessing ESG programs' cultural competence.

Experience or track record of involvement with the target population – The applicant organization should have a documented history of positive programmatic involvement with the population/community to be served; e.g., a history of involvement with the target population or community.

Training and staffing – The staff of the organization should have training in gender/age/cultural competence. Attention should be placed on staffing the initiative with people who are familiar with, or who are themselves members of, the population/community.

Language – If an organization is providing services to a multi-linguistic population, there should be multi-linguistic resources, including use of skilled bilingual and bicultural individuals whenever a significant percentage of the target population/community is more comfortable with a language other than English.

Materials – It should be demonstrated that material and products such as audio-visual materials, PSA's, training guides and print materials to be used in the project are gender/age/culturally appropriate or will be made consistent with the population/community to be served.

Evaluation – Program evaluation methods and instrument(s) should be appropriate to the population/community being served. There should be rationale for the use of the evaluation instrument(s) that are chosen, and the rationale should include a discussion of the validity of the instrument(s) in terms of the gender/age/culture of the group(s) targeted. The evaluators should be sensitized to the culture and familiar with the gender/age/culture whenever possible and practical.

Community representation – The population/community targeted to receive services should be a planned participant in all phases of program design. There should be an established mechanism to provide members, reflective of the target group to be served, with opportunities to influence and help shape the project's proposed activities and interventions. A community advisory council or board of directors of the organizations (with legitimate and working agreements) with decision-making authority should be established to affect the course and direction of the proposed project. Members of the targeted group should be represented on the council/board.

Implementation – There should be objective evidence/indicators in the application that the applicant organization understands the cultural aspects of the community that will contribute to the program's success and which will avoid pitfalls.

Appendix C: ESG Eligible Participants and Activities

The HUD funded ESG Rapid Re-Housing and Housing Relocation and Stabilization Services Program is intended to serve New Hampshire households that are homeless and/or at risk of becoming homeless to include individuals, families and veterans.

Housing Relocation and Stabilization Services will consist of: Housing Search and Placement Services; Financial Assistance such as rental application fees, last month's rent, utility deposits, utility payments, and/or moving costs; Housing Search and Placement Services; and Housing Stability Case Management. Housing relocation services will be provided for approximately one month to assist the household to identify and obtain suitable housing. Housing stability and case management services will be provided for the period financial assistance is provided, and for up to six months after financial assistance has concluded.

Eligible Households

Individuals and families must meet the following criteria:

- Must have an initial consultation with a case manager or other assessment professional and providing information for federal reporting requirements;
- Must sign a written agreement for program participation which includes striving toward achieving housing stability and sustainability through program participation and engaging in activities that promote self sufficiency;
- Must continue to work with a housing stability case manager for six months after financial assistance ends; and
- Meet specific criteria for eligibility outlined in 24 CFR part 576 Homeless Emergency Assistance and Rapid Transition to Housing: Emergency Solutions Grants Program and Consolidated Plan Conforming Amendment; in particular, 576.2, definitions of "At Risk of Homelessness" and "Homeless". These criteria are also outlined in the attached recordkeeping checklist, which must be included in each client file.

Eligible Activities

ESG funds may be used to provide housing relocation and stabilization services and medium-term (nine-months) rental assistance necessary to: prevent an individual or family from moving into an emergency shelter and achieve stability in their housing; or to assist a homeless individual or family that is homeless move as quickly as possible from a homeless shelter into permanent housing and achieve stability in that housing. No more than 40% of the program budget may be utilized for prevention services/financial assistance.

Within each Rapid Re-Housing or Prevention project component, the categories of assistance are Housing Relocation and Stabilization Services and Rental Assistance, which have specific allowable activities.

Housing Relocation and Stabilization Services

Financial Assistance:

ESG funds may be used to pay housing owners, utility companies, and other third parties for the following costs:

- Rental application fees;
- Security deposits;
- Last month's rent;
- Utility deposits;
- Utility payments; and
- Moving cost assistance.

Services:

Housing Search and Placement

Services or activities necessary to assist program participants in locating, obtaining and retaining suitable permanent housing, which may include the following:

- Assessment of housing barriers, needs and preferences;
- Development of an action plan for locating housing;
- Housing search;
- Outreach and negotiation with owners;
- Assistance with submitting rental applications and understanding leases;
- Assessment of housing for compliance with ESG requirements for habitability, lead based paint, and rent reasonableness;
- Assistance obtaining utilities and making moving arrangements; and
- Tenant counseling.

Housing Stability Case Management

ESG funds may be used to pay cost of assessing, arranging, coordinating, and monitoring the delivery of individualized services to facilitate housing stability for a program participant who resides in permanent housing or to assist a program participant in overcoming immediate barriers to obtaining housing. This assistance may not exceed 30 days during which the program participant is searching for housing, and cannot exceed 15 months during the period the participant is living in permanent housing. Eligible activities under this component include:

- Use of a coordinated assessment system to evaluate households for eligibility;
- Conducting the initial evaluation including verifying and documenting eligibility;
- Counseling;
- Developing, coordinating and securing services and obtaining benefits;
- Monitoring and evaluating program participants progress;
- Providing information and referrals to other providers;
- Developing an individualized service and housing plan including a plan for achieving housing stability; and
- Conducting participant evaluations and reevaluations.

Additional eligible activities include mediation, legal services, and credit repair that is necessary to either prevent the program participant from losing their housing, or is necessary to allow the participant to access permanent housing.

2017 HDX Competition Report

PIT Count Data for NH-500 - New Hampshire Balance of State CoC

Total Population PIT Count Data

	2016 PIT	2017 PIT
Total Sheltered and Unsheltered Count	670	767
Emergency Shelter Total	431	503
Safe Haven Total	0	0
Transitional Housing Total	163	154
Total Sheltered Count	594	657
Total Unsheltered Count	76	110

Chronically Homeless PIT Counts

	2016 PIT	2017 PIT
Total Sheltered and Unsheltered Count of Chronically Homeless Persons	213	106
Sheltered Count of Chronically Homeless Persons	173	50
Unsheltered Count of Chronically Homeless Persons	40	56

Homeless Households with Children PIT Counts

	2016 PIT	2017 PIT
Total Sheltered and Unsheltered Count of the Number of Homeless Households with Children	85	114
Sheltered Count of Homeless Households with Children	83	100
Unsheltered Count of Homeless Households with Children	2	14

Homeless Veteran PIT Counts

	2011	2016	2017
Total Sheltered and Unsheltered Count of the Number of Homeless Veterans	36	25	37
Sheltered Count of Homeless Veterans	32	23	29
Unsheltered Count of Homeless Veterans	4	2	8

2017 HDX Competition Report

HIC Data for NH-500 - New Hampshire Balance of State CoC

HMIS Bed Coverage Rate

Project Type	Total Beds in 2017 HIC	Total Beds in 2017 HIC Dedicated for DV	Total Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter (ES) Beds	505	123	360	94.24%
Safe Haven (SH) Beds	0	0	0	NA
Transitional Housing (TH) Beds	184	0	145	78.80%
Rapid Re-Housing (RRH) Beds	138	0	138	100.00%
Permanent Supportive Housing (PSH) Beds	497	0	315	63.38%
Other Permanent Housing (OPH) Beds	0	0	0	NA
Total Beds	1,324	123	958	79.77%

PSH Beds Dedicated to Persons Experiencing Chronic Homelessness

Chronically Homeless Bed Counts	2016 HIC	2017 HIC
Number of CoC Program and non-CoC Program funded PSH beds dedicated for use by chronically homeless persons identified on the HIC	101	137

Rapid Rehousing (RRH) Units Dedicated to Persons in Household with Children

Households with Children	2016 HIC	2017 HIC
RRH units available to serve families on the HIC	14	34

2017 HDX Competition Report

HIC Data for NH-500 - New Hampshire Balance of State CoC

Rapid Rehousing Beds Dedicated to All Persons

All Household Types	2016 HIC	2017 HIC
RRH beds available to serve all populations on the HIC	82	138

2017 HDX Competition Report

FY2016 - Performance Measurement Module (Sys PM)

Summary Report for NH-500 - New Hampshire Balance of State CoC

Measure 1: Length of Time Persons Remain Homeless

This measures the number of clients active in the report date range across ES, SH (Metric 1.1) and then ES, SH and TH (Metric 1.2) along with their average and median length of time homeless. This includes time homeless during the report date range as well as prior to the report start date, going back no further than October, 1, 2012.

Metric 1.1: Change in the average and median length of time persons are homeless in ES and SH projects.

Metric 1.2: Change in the average and median length of time persons are homeless in ES, SH, and TH projects.

a. This measure is of the client's entry, exit, and bed night dates strictly as entered in the HMIS system.

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Previous FY	Current FY	Previous FY	Current FY	Difference	Previous FY	Current FY	Difference
1.1 Persons in ES and SH	2039	1793	73	84	11	35	44	9
1.2 Persons in ES, SH, and TH	2297	2000	104	111	7	44	53	9

b. Due to changes in DS Element 3.17, metrics for measure (b) will not be reported in 2016.

This measure includes data from each client's "Length of Time on Street, in an Emergency Shelter, or Safe Haven" (Data Standards element 3.17) response and prepends this answer to the client's entry date effectively extending the client's entry date backward in time. This "adjusted entry date" is then used in the calculations just as if it were the client's actual entry date.

NOTE: Due to the data collection period for this year's submission, the calculations for this metric are based on the data element 3.17 that was active in HMIS from 10/1/2015 to 9/30/2016. This measure and the calculation in the SPM specifications will be updated to reflect data element 3.917 in time for next year's submission.

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Previous FY	Current FY	Previous FY	Current FY	Difference	Previous FY	Current FY	Difference
1.1 Persons in ES and SH	-	1819	-	115	-	-	53	-
1.2 Persons in ES, SH, and TH	-	2025	-	146	-	-	66	-

2017 HDX Competition Report

FY2016 - Performance Measurement Module (Sys PM)

Measure 2: The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness

This measures clients who exited SO, ES, TH, SH or PH to a permanent housing destination in the date range two years prior to the report date range. Of those clients, the measure reports on how many of them returned to homelessness as indicated in the HMIS for up to two years after their initial exit.

	Total # of Persons who Exited to a Permanent Housing Destination (2 Years Prior)	Returns to Homelessness in Less than 6 Months (0 - 180 days)		Returns to Homelessness from 6 to 12 Months (181 - 365 days)		Returns to Homelessness from 13 to 24 Months (366 - 730 days)		Number of Returns in 2 Years	
		# of Returns	% of Returns	# of Returns	% of Returns	# of Returns	% of Returns	# of Returns	% of Returns
Exit was from SO	499	117	23%	16	3%	13	3%	146	29%
Exit was from ES	787	151	19%	52	7%	43	5%	246	31%
Exit was from TH	104	5	5%	1	1%	3	3%	9	9%
Exit was from SH	0	0		0		0		0	
Exit was from PH	184	5	3%	3	2%	10	5%	18	10%
TOTAL Returns to Homelessness	1574	278	18%	72	5%	69	4%	419	27%

2017 HDX Competition Report

FY2016 - Performance Measurement Module (Sys PM)

Measure 3: Number of Homeless Persons

Metric 3.1 – Change in PIT Counts

This measures the change in PIT counts of sheltered and unsheltered homeless person as reported on the PIT (not from HMIS).

	2015 PIT Count	Most Recent PIT Count	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	718	670	-48
Emergency Shelter Total	489	431	-58
Safe Haven Total	0	0	0
Transitional Housing Total	153	163	10
Total Sheltered Count	642	594	-48
Unsheltered Count	76	76	0

Metric 3.2 – Change in Annual Counts

This measures the change in annual counts of sheltered homeless persons in HMIS.

	Submitted FY 2015	Current FY	Difference
Universe: Unduplicated Total sheltered homeless persons	2330	2037	-293
Emergency Shelter Total	2056	1814	-242
Safe Haven Total	0	0	0
Transitional Housing Total	324	264	-60

Measure 4: Employment and Income Growth for Homeless Persons in CoC Program-funded Projects

Metric 4.1 – Change in earned income for adult system stayers during the reporting period

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FY2016 - Performance Measurement Module (Sys PM)

	Submitted FY 2015	Current FY	Difference
Universe: Number of adults (system stayers)	155	166	11
Number of adults with increased earned income	10	13	3
Percentage of adults who increased earned income	6%	8%	1%

Metric 4.2 – Change in non-employment cash income for adult system stayers during the reporting period

	Submitted FY 2015	Current FY	Difference
Universe: Number of adults (system stayers)	155	166	11
Number of adults with increased non-employment cash income	76	43	-33
Percentage of adults who increased non-employment cash income	49%	26%	-23%

Metric 4.3 – Change in total income for adult system stayers during the reporting period

	Submitted FY 2015	Current FY	Difference
Universe: Number of adults (system stayers)	155	166	11
Number of adults with increased total income	79	53	-26
Percentage of adults who increased total income	51%	32%	-19%

Metric 4.4 – Change in earned income for adult system leavers

	Submitted FY 2015	Current FY	Difference
Universe: Number of adults who exited (system leavers)	156	143	-13
Number of adults who exited with increased earned income	26	31	5
Percentage of adults who increased earned income	17%	22%	5%

Metric 4.5 – Change in non-employment cash income for adult system leavers

	Submitted FY 2015	Current FY	Difference
Universe: Number of adults who exited (system leavers)	156	143	-13
Number of adults who exited with increased non-employment cash income	47	27	-20
Percentage of adults who increased non-employment cash income	30%	19%	-11%

2017 HDX Competition Report

FY2016 - Performance Measurement Module (Sys PM)

Metric 4.6 – Change in total income for adult system leavers

	Submitted FY 2015	Current FY	Difference
Universe: Number of adults who exited (system leavers)	156	143	-13
Number of adults who exited with increased total income	70	54	-16
Percentage of adults who increased total income	45%	38%	-7%

Measure 5: Number of persons who become homeless for the 1st time

Metric 5.1 – Change in the number of persons entering ES, SH, and TH projects with no prior enrollments in HMIS

	Submitted FY 2015	Current FY	Difference
Universe: Person with entries into ES, SH or TH during the reporting period.	2016	1723	-293
Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.	414	367	-47
Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e. Number of persons experiencing homelessness for the first time)	1602	1356	-246

Metric 5.2 – Change in the number of persons entering ES, SH, TH, and PH projects with no prior enrollments in HMIS

	Submitted FY 2015	Current FY	Difference
Universe: Person with entries into ES, SH, TH or PH during the reporting period.	2420	2241	-179
Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.	481	454	-27
Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e. Number of persons experiencing homelessness for the first time.)	1939	1787	-152

2017 HDX Competition Report

FY2016 - Performance Measurement Module (Sys PM)

Measure 6: Homeless Prevention and Housing Placement of Persons defined by category 3 of HUD's Homeless Definition in CoC Program-funded Projects

This Measure is not applicable to CoCs in 2016.

2017 HDX Competition Report

FY2016 - Performance Measurement Module (Sys PM)

Measure 7: Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing

Metric 7a.1 – Change in exits to permanent housing destinations

	Submitted FY 2015	Current FY	Difference
Universe: Persons who exit Street Outreach	1722	935	-787
Of persons above, those who exited to temporary & some institutional destinations	793	428	-365
Of the persons above, those who exited to permanent housing destinations	369	241	-128
% Successful exits	67%	72%	4%

Metric 7b.1 – Change in exits to permanent housing destinations

	Submitted FY 2015	Current FY	Difference
Universe: Persons in ES, SH, TH and PH-RRH who exited	2323	1936	-387
Of the persons above, those who exited to permanent housing destinations	1212	1038	-174
% Successful exits	52%	54%	1%

Metric 7b.2 – Change in exit to or retention of permanent housing

	Submitted FY 2015	Current FY	Difference
Universe: Persons in all PH projects except PH-RRH	373	401	28
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations	361	378	17
% Successful exits/retention	97%	94%	-3%

2017 HDX Competition Report

FY2016 - SysPM Data Quality

NH-500 - New Hampshire Balance of State CoC

This is a new tab for FY 2016 submissions only. Submission must be performed manually (data cannot be uploaded). Data coverage and quality will allow HUD to better interpret your Sys PM submissions.

Your bed coverage data has been imported from the HIC module. The remainder of the data quality points should be pulled from data quality reports made available by your vendor according to the specifications provided in the HMIS Standard Reporting Terminology Glossary. You may need to run multiple reports into order to get data for each combination of year and project type.

You may enter a note about any field if you wish to provide an explanation about your data quality results. This is not required.

2017 HDX Competition Report

FY2016 - SysPM Data Quality

	All ES, SH				All TH				All PSH, OPH				All RRH				All Street Outreach			
	2012-2013	2013-2014	2014-2015	2015-2016	2012-2013	2013-2014	2014-2015	2015-2016	2012-2013	2013-2014	2014-2015	2015-2016	2012-2013	2013-2014	2014-2015	2015-2016	2012-2013	2013-2014	2014-2015	2015-2016
1. Number of non-DV Beds on HIC	318	354	350	411	264	249	204	239	374	398	432	420	31	115	46	82				
2. Number of HMIS Beds	318	326	330	371	205	221	157	119	273	297	296	259	31	115	46	54				
3. HMIS Participation Rate from HIC (%)	100.00	92.09	94.29	90.27	77.65	88.76	76.96	49.79	72.99	74.62	68.52	61.67	100.00	100.00	100.00	65.85				
4. Unduplicated Persons Served (HMIS)	1857	2020	2015	1768	476	455	441	413	344	366	389	384	53	429	701	684	22	49	468	272
5. Total Leavers (HMIS)	1578	1738	1726	1456	215	184	187	169	69	85	100	68	9	161	581	507	22	38	413	232
6. Destination of Don't Know, Refused, or Missing (HMIS)	397	330	240	156	5	12	13	6	3	3	4	3	0	2	10	15	9	13	311	106
7. Destination Error Rate (%)	25.16	18.99	13.90	10.71	2.33	6.52	6.95	3.55	4.35	3.53	4.00	4.41	0.00	1.24	1.72	2.96	40.91	34.21	75.30	45.69

2017 HDX Competition Report

Date of PIT Count

	Date	Received HUD Waiver
Date CoC Conducted 2017 PIT Count	1/25/2017	

Report Submission Date in HDX

	Submitted On	Met Deadline
2017 PIT Count Submittal Date	4/28/2017	Yes
2017 HIC Count Submittal Date	4/28/2017	Yes
2016 System PM Submittal Date	6/5/2017	Yes